



## Landal Gwel an Mor – Website User Privacy Policy

At Landal Gwel an Mor we respect your personal data. This privacy notice explains how we will use your personal data when you are a website user.

### Contact details:

Landal Gwel an Mor  
Landish Consultants Ltd  
Feadon Lane  
Portreath  
Cornwall  
TR16 4PE

**Email:** [enquiries@gwelanmor.com](mailto:enquiries@gwelanmor.com)

**Phone:** 01209 842354

**Web:** [www.gwelanmor.com](http://www.gwelanmor.com)

### The information we hold

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Specifically, we collect name, email address, phone number, bank details, health data

### HOW WE GET THE INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To respond to enquiries made through our website
- To book services through our website
- To make reservations through our website
- To send you marketing communications.



## **Legal basis for processing your data**

Under current data protection legislation, the lawful basis or bases we rely on for processing this information are:

1. Consent. You can remove your consent at any time. You can do so by contacting us using the details above
2. We have a contractual obligation.

## **What we do with the information we have**

We use the information you have given us in order to:

- Provide you with the products and / or services you have consented to receive or to fulfil a contractual obligation with you.

## **We may share this information with:**

- Our booking partners
- Our marketing partners
- Our website developers
- Our accounting software providers.

## **HOW we store your information**

Your information is securely stored on our secure, on-site servers.

We keep enquiries information until your enquiry is resolved. We keep booking information for 18-months from the end of your stay.

We will then dispose of your information by shredding, in the case of paper-based files, and secure deletion in the case of digital files.



## **YOUR DATA protection rights**

Under current data protection legislation, you have the following rights:

### **Your right of access**

You have the right to ask us for copies of your personal information.

### **Your right to rectification**

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

### **Your right to erasure**

You have the right to ask us to erase your personal information in certain circumstances.

### **Your right to restriction of processing**

You have the right to ask us to restrict the processing of your information in certain circumstances.

### **Your right to object to processing**

You have the right to object to the processing of your personal data in certain circumstances.

### **Your right to data portability**

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charges for exercising these rights. If you make a request, we have one-month (30-days) to respond to you.

Please contact us at the details provided at the beginning of this notice if you wish to make a request.



## How to complain

You can complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's details are:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113