

## Privacy notice

This policy will explain areas of this website that may affect your privacy and personal details, how we process, collect, manage and store those details and how your rights under the GDPR, DPA & PECR are adhered to.

**This website uses cookies** to better the users experience while visiting the website. As required by legislation, where applicable this website uses a cookie control system, allowing the user to give explicit permission or to deny the use of /saving of cookies on their computer/device.

Cookies are small files saved to the user's computers hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors or use the cookie control system if available upon their first visit.

**This website uses tracking software** to monitor its visitors to better understand how they use it. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

**This website may contain sponsored links and adverts.** These will typically be served through our advertising partners, to whom may have detailed privacy policies relating directly to the adverts they serve.

Clicking on any such adverts will send you to the advertiser's website through a referral program which may use cookies and will track the number of referrals sent from this website. This may include the use of cookies which may, in turn, be saved on your computers hard drive. Users should, therefore, note they click on sponsored external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

**Any downloadable documents, files or media** made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti-virus software or similar applications.

We accept no responsibility for third party downloads and downloads provided by external third party websites and advise users to verify their authenticity using third party anti-virus software or similar applications.

**Contact & Communication With us:** Users contacting this us through this website do so at their own discretion and provide any such personal details requested at their own risk. Your

personal information is kept private and stored securely until a time it is no longer required or has no use.

Where we have clearly stated and made you aware of the fact, and where you have given your express permission, we may use your details to send you products/services information through a mailing list system. This is done in accordance with the regulations named in 'The policy' above.

**Email Mailing List & Marketing Messages:** We operate an email mailing list program for IsleBe, used to inform subscribers about products, services and/or news we supply/publish. Users can subscribe to an online automated process where they have given their explicit permission. Subscriber personal details are collected, processed, managed and stored in accordance with the regulations named in 'The policy' above. Subscribers can unsubscribe at any time through an automated online service, or if not available, other means as detailed in the footer of sent marketing Email marketing messages may contain tracking beacons / tracked clickable links or similar server technologies in order to track subscriber activity within email marketing messages. Where used, such marketing messages may record a range of subscriber data relating to engagement, geographic, demographics and already stored subscriber data.

**External Website Links & Third Parties:** Although we only look to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website.

**Shortened URL's;** URL shortening is a technique used on the web to shorten URL's to something substantially shorter. This technique is especially used in social media and looks similar to this (example: <http://bit.ly/zyVUBo>). Users should take caution before clicking on shortened URL links and verify their authenticity before proceeding.

We cannot guarantee or verify the contents of any externally linked website despite our best efforts. Users should, therefore, note they click on external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

We adopt a **Social Media Policy** to ensure our business and our staff conducts themselves accordingly online. While we may have official profiles on social media platforms users are advised to verify the authenticity of such profiles before engaging with or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content

to your social media profile feed or page. You can find further information about some social media privacy and usage policies in the resources section below.

### **Your information:**

For bookings made through a booking platform, the details you entered are kept with them in line with their privacy policy. I collect your contact details on your guest registration form and signature if you use our additional facilities.

For direct bookings - Information collected from individuals includes payment and contact details. I collect your contact details on your guest registration form and signature if you use our additional facilities.

IsleBebytheSea will be a "controller" of the personal information that you provide.

### **What information I keep:**

IsleBebytheSea will retain the paper copy of your registration form. IsleBebytheSea will retain the paper copy of your signed agreement to the terms of use for our hot tub and gym.

I retain this information in a locked filing cabinet in my commercially insured premises. I keep this information so I can keep track of who stayed and when.

If we are in contact by phone or via WhatsApp, your phone number will be on my work mobile phone. The phone is locked with a security passcode and used by me only for work purposes only. I keep this so that in the event I need to contact a guest regarding their stay.

### **Your rights**

You can exercise any of the following rights by emailing me. (ann@islebe.co.uk)

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that I hold about you by making a "subject access request";
- if you would like me to delete your personal information, you may request that I do so.

If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk)