



STEAM MILL
— LODGES —

Privacy Policy

This policy (together with our terms of use Terms and Conditions and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the Act) and GDPR (General Data Protection Regulation), the data controller is Steam Mill Lodges, a company registered in England and Wales and with our registered office at **Steam Mill Lodges Canal Street, Oakthorpe, Swadlincote, Derbyshire, DE127RD**

Our nominated representative for the purpose of the Act is **Mr Adam Kirkby**

When do we collect your personal data

We may collect data about you in the following ways:

- By filling in forms on our website, this includes information provided at the time of registering to use our websites, subscribing to any of our services, posting material or requesting further services.
- If you contact us, we may keep a record of that correspondence.
- Details of transactions you carry out through our site and of the fulfilment of your orders.
- Visiting our sites, including, but not limited to, traffic data, location data and other communication data required for our own security, diagnostic, authentication and billing.
- When you directly give it to us ("Directly Provided Data")
- Via social media or by choosing to send us your location data when accessing our website from your smartphone.

What personal data do we collect

If your signup to use our services then we will collect the following information:

- Name
- Address
- Email Address(s)

Steam Mill Lodge, Canal Street, Oakthorpe, Swadlincote, Derbyshire, DE12 7RD

steammilllodges@yahoo.com

Reg No. 12416139 VAT No. 365873847



- Telephone number(s)
- Payment details
- Names of Guests using our service
- Emails of Guests using our service

While not actively collected we may store any other personal information that you may disclose during live chat, messages or emails.

Cookies

A cookie is a small file saved on your computer that is used to help store preferences and other information that is used by websites you may visit.

We use cookies for the Following:

- Authentication of users when logging in or out of our services.
- Analysis of traffic to our website via Google Analytics (see Google Analytics).
- Tracking of website preferences.
- Third party services such live chat.

If you register with us or if you continue to use our site, you agree to the use of cookies.

Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

Where we store and process your personal data

The data that we collect from you is stored in the UK but it may be processed by staff operating outside the EEA (European Economic Area) who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services.

By submitting your personal data, you agree to the processing of this data outside of the EEA.

We take all steps necessary to ensure that your data, regardless of where it is processed, is treated securely and in accordance with this privacy policy and the GDPR (General Data Protection Regulation).



How we protect your personal data

We treat all data with the utmost care and take appropriate steps in compliance with data protection regulation to ensure it is kept safe.

- All systems storing personal data have access logging.

Uses we make of personal data

We use information held about you in the following ways:

- To verify your identity.
- To provide you with the products and services you have purchased from us.
- To carry out our obligations arising from any contracts entered into between you and us.
- To ensure that content from our site is presented in the most effective manner for your device.
- To respond to queries.
- To provide you with information, products or services that you request from us where you have consented to be contacted.
- To notify you about changes to our service.

Legal basis for the collection and processing

Contractual obligations

When you purchase a service, we need to collect personal data to fulfil our legal contractual obligation, for example: so we can manage and invoice your account and contact you for technical support purposes.

Legal compliance

The law requires we collect and process data for certain purposes such as for keeping financial records (i.e. invoicing) and that we can comply with law enforcement requests for data.

Consent

In certain cases, we may collect and process your data with your consent, for example our newsletter and special offers emails. Consent to receive these can be withdrawn at any time.



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How long we keep personal data

We will not retain your personal information longer than necessary. We will hold onto the information you provide either while your client account is in existence, or as needed to be able to provide the services to you.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required.

We will not sell or rent your personally identifiable information, gathered from this website, to anyone. Personal data linked to purchases or any other financial transaction are kept for a minimum of 6 years as required by UK law to retain financial data.

Who we share personal data with

To undertake our legitimate business interests and provide you with the marketing services you have requested, we will sometimes have to share your data with third parties, including business partners, suppliers and contractors that we use to undertake our business activities.

All suppliers have been carefully selected to ensure they provide suitable protections under GDPR.

Newsletter and Marketing Emails

All our marketing emails are opt-in, we will never sell on your details or pass them on to third parties for marketing purposes. If you have opted in to receive these then you can opt out at any time.

This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

External links

Our site may, from time to time, contain links to and from the websites of our partners. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Right to Restrict Processing

Right of Access and update of the information we hold

The GDPR Act gives you the right to access information held about you.

We are required to verify your identity before processing any right to access request, once verified the data shall be provided within 28 days.

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As an individual you have the right to request the erasure of any data we hold on you, this is not an absolute right, for example it does not override our requirement under UK law to keep financial data such as invoice information.

You can make a request where your personal data is no longer necessary in relation to the purpose for which it was originally collected/processed, for example if you cancel all services you have with us.

Please note though that, if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted.

To make a right to erasure request please contact us

The GDPR provides the right to have any personal data rectified that may be incorrect or incomplete.

Changes to our privacy policy

We keep our privacy policy under regular review, therefore changes to our policy may occur at any time. To see any updates or changes to our privacy policy please see date last updated at the bottom of this policy.

We can be contacted us in the following ways:

Email: steammilllodges@yahoo.com

Phone: 07854868438

Address: Steam Mill Lodges, Canal Street, Oakthorpe, Swadlincote, Derbyshire, DE127RD

Where you feel your data has not been handled appropriately you have the right to contact the regulator the ICO (Information Commissioners Office).

0303 123 113 or by visiting <https://www.ico.org.uk/concerns>

Last updated: 20th January 2024

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