



Unit 1a, Low House Business Centre, Windermere, Cumbria, LA23 3NA

Matson Ground Holiday Cottages - Privacy Policy

- 1 This privacy policy sets out how Matson Ground Estate Co Ltd (MGECL) uses and protects any information that you (the data subject) give when you use this website.
- 2 This website is owned by MGECL. You can contact us by email (info@matsonground.co.uk) or by post to: Unit 1a, Low House Business Centre, Windermere, Cumbria, LA23 3NA
- 3 MGECL is committed to ensuring that your privacy is protected. Any information by which you can be identified when using this website will only be used in accordance with this privacy policy.
- 4 MGECL may change this policy from time to time by updating this document. This policy is effective from January 2020
- 5 We will only collect personal information from you when you visit this website and when you make a booking.

Data collected on booking a holiday

- 6 When you make a booking we, through our data processor Holiday Bookings Online (see below), will collect the following information:
 - a. full name
 - b. address
 - c. postcode
 - d. email address
 - e. telephone or mobile number
- 7 We require this information to prepare your invoice and to communicate with you about the details of your booking, and in case we need to contact you during or after your stay. This is a contractual lawful basis for collecting your data.
- 8 We store your data securely.
- 9 If, when booking, you select the option (ie: opt in) to allow marketing we may periodically send promotional newsletters about our cottages, special offers or other information which we think you may find interesting using the email address which you have provided. You



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may opt out of these emails at any time by using the unsubscribe facility at the bottom of the newsletter or by emailing us on info@matsonground.co.uk

10 We work with the following data processors:

- a. When booking through our website the booking process is through Holiday Bookings Online with whom we have a contract. They are GDPR compliant.
- b. We take your payment through Sagepay with whom we have a contract. Sagepay are GDPR compliant and we are PCIDSS compliant. We do not store credit card

Data collected when visiting this website

- 1 Your IP address is stored when you visit this site but is not retained. Wordfence (a plug-in to the Wordpress website) will store cookies and IP addresses.

Cookies Policy

- 2 Most websites use cookies. These are small data files generated by the website and stored on your computer and they assist the website to work and display information correctly. Cookies are also used:-
 - a. to remember settings
 - b. to remember information you give to a website
 - c. to measure how you use the website

To learn more about cookies and how to manage them, visit AboutCookies.org

Measuring Website Usage

- 3 Google Analytics is in use on this website to collect information about how visitors use this site. This provides us with important information that can enable the site to work better. This data is not linked to your name or address.
- 4 We set some cookies to store information about your browser settings, to determine which functionality to enable on the site. The following cookies are used:



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Name	Typical content	Cookie expires :
has_js	1 or blank	When you close your browser

Following links from our website

- 5 Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Data retention and your rights

- 6 We will store your data when you consent, or when you make a booking. You must opt in to allow us to retain your data. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at info@matsonground.co.uk
- 7 We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- 8 You may request details of personal information which we hold about you. If you would like a copy of the information held on you please write to Unit 1a, Low House Business Centre, Windermere, LA23 3NA or email info@matsonground.co.uk
- 9 If you believe that any information which we are holding about you is incorrect or incomplete, please let us know and we will correct our records.
- 10 We retain data where we have a legitimate interest to do so – eg for the purposes of financial auditing.
- 11 Our data is stored on a secure server and backed up online through GDPR compliant data processors



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