

Privacy Document

Elmsted Court Farm is committed to protecting your privacy. We gather and process your personal information in accordance with this privacy notice and in compliance with the relevant General Data Protection Regulation (GDPR) and laws. This page, tells you about how we collect, use and store your personal information.

If you have any queries about our privacy policy, please email Carol Jakeman, Elmsted Court Farm, Elmsted, Ashford, Kent TN25 5JN

How we collect information about you

We may collect information about you when you interact with us. For example, when you contact us for more information or to book Bed and Breakfast or Self Catering Accommodation.

What information we collect

Elmsted Court Farm processes your personal information to meet our legal, statutory and contractual obligations. We will never request any unnecessary personal data from you and will not process your information in any way, other than as specified in this notice. We do not use cookies to collect this type of information.

All data collected will be for legitimate business interest.

The fullest extent of personal data we will collect from you is:

- Name
- Address
- Personal Email
- Telephone Number
- Car Registration Number
- Passport Number for Overseas Visitors

How we use your personal data

Elmsted Court Farm takes your privacy very seriously and will only share your information with third parties where there is a legitimate reason to do so.

We do not collect any of this information when you visit our website anonymously.

We only retain your data for as long as is necessary and for the purpose(s) specified in this notice and other guidance provided by Elmsted Court Farm.

The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data to provide a service and to comply with legal obligations
- To provide you with further information about the services we offer
- To assist you in answering any questions or queries you may have
- **How long will you keep my data?**
Our policy is to keep your personal data for a minimum of **6 years** at which time it will be destroyed.
-

Sharing and disclosing information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Privacy and your rights

- You have the right to be informed of any information Elmsted Court Farm processes and why we are processing this information
- You have the right to access any personal information that Elmsted Court Farm holds about you
- You have the right to rectification. If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so within 20 working days; unless there is a valid reason for not doing so, at which point you will be notified

Elmsted Court Farm will always advise:

- Why we require your data
- With whom your personal data may be shared
- How long we intend to hold your data for and means of storage and disposal
- If we did not collect the data directly from you, information concerning the source.

To make a complaint

Elmsted Court Farm only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to make a complaint with the supervisory authority.

Make the complaint in the first instance to:

Elmsted Court Farm, Elmsted, Ashford, Kent TN25 5JN

Report a concern:

Information Commissioners Office (ICO) – Supervisory Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SKP 5AF

Telephone: 0303 123 1113 www.ico.org.uk

Changes to Elmsted Court Farm's Privacy Policy

This Privacy Policy will be updated from time to time. Therefore, you may wish to revisit each time you are requested to provide us with information