



PRIVACY POLICY

Aim

This Privacy Policy explains how Cottage Concierge Ltd, trading as Glaven Cottages (GC) will collect, store and use the personal data you supply and how GC will monitor use of our website. Personal data is information which relates to identifiable living individuals.

It is GC's stated policy that we will act in accordance with current legislation and aim to meet current best practice with regard to the processing of personal data.

Although this website only looks to include quality, safe and relevant external links users should always adopt a policy of caution before clicking any external web links mentioned throughout this website.

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

Collection of Personal Data

In using our website, you may provide certain personal data to GC which we will compile and process in accordance with this Privacy Policy.

What we Collect

We may collect the following information:

- Name and title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

Use of Personal Data

The names and addresses and other personal data of GC customers or those enquiring about GC services are never passed on or sold to any unrelated third parties without consent.

Otherwise the names and addresses and other personal data of GC customers or enquirers. If, however, you do not wish to continue receiving such communications, you should use the contact details below and your name will be removed from the appropriate list:

Storage and Collection of Personal Data

GC will retain any personal data it holds unless and until you tell us that you no longer wish us to retain it. We are obliged to supply you, on request, with a copy of any personal data we hold about you. If you wish us to erase any personal data we hold or see a copy of the personal data, please contact Robin Burkitt at the company address or e.mail.

Should you discover any inaccuracies in your personal details, please notify us as soon as possible at the same address or email and we will correct those details. Where data is no longer required, we will ensure that it is disposed of in a secure manner.

Cookies - General Information

This website uses cookies to better the users experience while visiting the website. Cookies are tiny text files stored on your computer when you visit certain web pages. They cannot harm your computer, but they can make web surfing easier by saving your preferences. They do not tell us your individual identity unless you have chosen to provide it.

Our Use of Cookies

We use tracking software to monitor our visitors to better understand how they use our website. This software is provided by Google Analytics which uses cookies to track visitor usage.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

For more information about cookies (including how to turn them off) please visit www.allaboutcookies.org.

Social Media Platforms

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.