

## **The Old Bakery B&B and The Bakehouse Holiday Cottage Privacy Notice**

### **Privacy Policy and data protection**

This Privacy Notice explains how we at The Old Bakery Bed and Breakfast and the Bakehouse Holiday Cottage use any personal information we collect about you.

### **What information we collect about you**

When you make a booking with us we collect the names of all the guests who will be staying, the home address, email address and telephone number of the person making the booking and any dietary requirements for each guest.

We do not store credit/debit card details.

### **How we use the information we hold on you**

We will use your email address to send you confirmation of the booking, details on how to find us and other information you may find useful for your stay.

After your stay you will receive an automatic email from our booking system asking you to fill in a feedback form. Also, after your stay we may also send a prompt to write a TripAdvisor review.

We will not use your telephone number to contact you unless it is for an emergency, we have a query about your booking and/or we have been unable to contact you by email.

### **How your data is stored**

All of the personal data you supply us, as part of the booking process, is stored securely on a third-party system, Freetobook. This applies to all bookings, whether they are made direct or via a third party booking system.

Neither we nor Freetobook will share your information with any third party unless there is a legal reason for doing so.

Your booking information is also kept on a hand-written paper booking form. These forms are filed and kept securely.

We also accept bookings online via Booking.com, Laterooms and Airbnb. For information and queries about how they store data and their individual privacy policies, please look at their respective websites.

### **Marketing**

We would like to stay in touch with you to send information about the B&B and Holiday Cottage, any special offers we may have or local events. We send occasional emails (normally no more than one a quarter) to people on our distribution list. The distribution list

is managed by a secure third party, Mailchimp. You may change your preferences or unsubscribe via Mailchimp at any time.

Neither we nor Mailchimp will pass your details onto any third party.

### **Links to Other Sites**

We may on occasion provide links to external websites. Whilst we make every effort to provide you with links to high quality, reputable sites, the contents of these sites are not under our control. When you click through to these sites you leave the area controlled by The Old Bakery B&B and The Bakehouse. We cannot therefore accept responsibility for any issues arising in connection with either their use of your data, the site content or the services offered to our users by these sites.

### **Guest Registration**

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.

For UK resident guests;

- Name and address

For non-UK resident guests;

- Name, nationality, passport number, address of next destination

We will keep these forms securely. We are required to keep these registration forms for a year and show them to a police officer if they request to see them.

### **Access to your information**

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at [mike@theoldbakerynorfolk.co.uk](mailto:mike@theoldbakerynorfolk.co.uk)

Should you have any concerns or require further information on our privacy policy, and/or how we use your information, please contact us via any of the means listed on the bottom of our homepage.

### **Policy Changes**

We reserve the right to make changes to this privacy policy without notice. Any changes that are made to this privacy policy will be reflected on this page.