

PRIVACY GUIDELINES MAY 2018

We are aware of new guidelines required in relation to your personal details.

Information we collect

Information supplied by you when you enquire or book a holiday at 'myhideaway'. This information includes your name and your contact details, email address, phone number, text message, or messenger on facebook, possibly your home postal address. We do not normally ask for bank details any return of money will be done by cheque in the post unless otherwise requested. We do not collect debit/credit card details.

How do we use this information

We use this information only for answering your queries about 'myhideaway' and for making and managing your booking these include the sending of invoices and receipts.

Security and your data

No personal information is stored on our website.

We store the information on our computer system which is password and Norton protected.

It is used only to correspond with and provide services for you regarding your stay at 'myhideaway'. Also names, dates, arrival and departure times, and number of guests are noted on an annual calendar at home.

We are committed to protecting the privacy and security of your personal data.

Your name and the number of guests, your arrival and departure times are sent to my key holder in Cyprus by email. Also for those asking me to organise a taxi your name, phone number and number of guests is sent to the taxi driver by email.

We retain some data for tax purposes and also for occasionally sending marketing emails. We do not keep your data any longer than necessary, and please ask if you want us to delete this at any time.

If you have booked through a third party you should also refer to their privacy policy.

Marketing including facebook. We will only contact you for marketing purposes if you have not said you do not want to hear from us, then facebook policies and your personal facebook security setting apply. If you contact us via a direct/private facebook message then our privacy policy applies.

Your rights

If you want to see the information we hold about you, and correct it if you wish, please contact us via email info@myhideaway.co.uk or by phone

Ruth Cooling May 2018