



Landal Gwel an Mor – Guest Privacy Policy

At Landal Gwel an Mor we respect your personal data. This privacy notice explains how we will use your personal data when you are a guest.

Contact details:

Landal Gwel an Mor
Landish Consultants Ltd
Feadon Lane
Portreath
Cornwall
TR16 4PE

Email: enquiries@gwelanmor.com

Phone: 01209 842354

Web: www.gwelanmor.com

The information we hold

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Specifically, we collect name, address, phone number, email address, bank / credit card details.

HOW WE GET THE INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To fulfil the contract of you booking a stay on our resort
- To send you marketing communications.



Legal basis for processing your data

Under current data protection legislation, the lawful basis or bases we rely on for processing this information are:

1. Consent. You can remove your consent at any time. You can do so by contacting us using the details above
2. We have a contractual obligation
3. We have a legitimate interest.

What we do with the information we have

We use the information you have given us in order to:

- Fulfil our contract with you as one of our guests on site. We may also use your phone number to text you about essential information during your stay with us

We may share this information with:

- Our booking partners;
- Our marketing partners;
- Our website developers; and
- Our accounting software providers.

HOW we store your information

Your information is securely stored on our secure, on-site servers.

We keep your personal data for the duration of our contract with you plus 18-months.

We will then dispose of your information by shredding, in the case of paper-based files, and secure deletion in the case of digital files.



YOUR DATA protection rights

Under current data protection legislation, you have the following rights:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing

You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charges for exercising these rights. If you make a request, we have one-month (30-days) to respond to you.

Please contact us at the details provided at the beginning of this notice if you wish to make a request.



How to complain

You can complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113