
PRIVACY NOTICE TO HOLIDAY MAKERS/GUESTS/VISITORS

Data controller: Julie Lowe

1. Introduction

Julie Lowe is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you.

Holly Hedge Farm (“The Owner”) collects, stores, and processes personal data relating to tenants, residents, and guarantors in order to provide rental accommodation. This privacy notice sets down how the Landlord collects and uses personal data about you before, during, and after a tenancy.

The Owner is committed to protecting the privacy and security of your personal data. The Owner is committed to being clear and transparent about how it collects and uses that data and to meeting its data protection obligations.

2. Data Protection Principles

The Owner will comply with data protection law. This means that the personal data we hold about you must be:

- a) Used lawfully, fairly, and in a transparent way;
- b) Collected only for valid purposes that we have explained to you clearly and not used in any way that is incompatible with these purposes;
- c) Relevant to the purposes we have told you about and limited to those purposes only;
- d) Accurate and kept up to date;
- e) Kept only for such time as is necessary for the purposes we have told you about;
- f) Kept securely.

3. What Information Does the Owner Collect and Process?

The Owner collects and processes a range of personal data about you. Personal data means any information about an individual from which the person can be identified. This includes :

- a) Identity and personal contact details, such as your name, title, address, email address, telephone number, date of birth, car registration;
- b) Credit/Debit card details
- c) CCTV and audio recordings (if any);
- d) General correspondence in all formats (letters, emails, text messages etc).
- e) We may also collect, store and use the following special categories of more sensitive personal data (known as “special category personal data”):
 - a) Information about medical or health conditions, including whether or not you have a disability for which the Owner needs to make adaptations; and
 - b) Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief.

- f) The Owner collects this information in a variety of ways. For example, personal data is collected through the booking process and through correspondence during the stay
- g) Personal data is stored in a range of different places, including in paper files and in the Owners IT systems (including the Owner's email system).

4. **Situations in Which We Will Use Your Personal Information**

Situations in which we will process your personal information are listed below:

- a) To verify the identity of a proposed visitor/guest
- b) To collect booking fee and other payments (if applicable)
- c) To arrange repairs and maintenance of the property;
- d) To recover debts, for any damaged caused by the occupants and their Pets
- e) To handle booking cancellation and the return of any deposit as per our T&C's
- f) To handle complaints;
- g) To address health and disability issues relating to visitor/guests
- h) To keep CCTV recordings;
- i) To contact next of kin or close relatives in case of emergency;
- j) To store of emails, records of calls and other communications;
- k) To comply with legal and regulatory requirements;
- l) To bring and defend legal claims; and
- m) To prevent, detect and investigate crime and anti-social behaviour.

5. **If You Fail to Provide Personal Information**

If you do not provide certain information when requested, the Owner may not be able to proceed with the booking.

6. **Change of Purpose**

The Owner will only use your personal data for the purposes for which it was collected unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose(s). If we need to use your personal data for an unrelated purpose, we will advise you of this and explain the legal basis which allows us to do so.

You should be aware that we may process your personal data without your knowledge or consent where this is required or permitted by law.

7. **Use of Sensitive Personal Information**

Some special categories of personal data, such as information about health or medical conditions, are processed to comply with legal obligations (for example, in relation to visitors/guests with disabilities and for health and safety purposes).

8. For How Long Do You Keep Data?

The Owner will only hold your personal data for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements. The period for which your data is held after the end of a booking is seven years.

9. Who is Information Shared With?

Your information will be shared internally, including with the finance team.

The Owner also shares your data with third parties where required by law, where it is necessary in order to administer the relationship with you or where we have another legitimate interest in doing so. Information can be shared with:

- a) Professional advisers, including solicitors and accountants;
- b) Local authorities and government/public bodies;
- c) Ombudsman/redress schemes;
- d) Professional body/regulator;
- e) Courts/debt collector services
- f) Police/enforcement agencies;
- g) Internet service providers;
- h) Banks/building societies;
- i) next of kin or close relatives in case of emergency;
- j) H.M. Revenue and Customs;

The Owner will only store and/or transfer your personal data within the UK.

10. How Does the Owner Protect Personal Data?

The Owner takes the security of your personal data seriously. The Owner has internal policies and controls in place to prevent your personal data being lost, accidentally destroyed, misused, or disclosed. Details of these measures are available on request.

When the Owner engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

11. Your Duty to Inform Us of Changes

It is important that the personal data we hold about you is accurate and current. Please be sure to keep us informed if your personal data changes.

12. **Your Rights**

As a data subject, you have a number of rights. You can:

- 12.1 access and obtain a copy of your data on request (known as a “data subject access request”);
- 12.2 require the Owner to change incorrect or incomplete data;
- 12.3 request erasure of your personal data. This enables you to ask the Owner to delete or stop processing your data, for example, where the data is no longer necessary for the purposes of processing;
- 12.4 object to the processing of your data where the Owner is relying on its legitimate interests as the legal ground for processing; and
- 12.5 ask the Owner to suspend the processing of your personal data for a period of time if data is inaccurate or there is a dispute about its accuracy or the reason for processing it.

If you would like to exercise any of these rights, or you have any questions about the privacy notice, please contact Julie Lowe on julielowe2011@hotmail.co.uk

If you believe that the Owner has not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner’s Office.

I acknowledge receipt of the Privacy Notice for Holiday Makers, Visitors & Guests and confirm that I have read and understood it.

Name.....Julie Lowe.....

Signature.....*Jlowe*.....

Date.....23.06.2025.....