

White Beach Holiday

Privacy Policy

The privacy and security of your personal information is extremely important to us. This privacy policy explains how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

If you have given permission when you made an online booking with us, we only use your personal data to inform you about news or special offers at White Beach Holiday or local events that may be happening. We don't tailor what we send you, it's just general information.

We respect your privacy and work hard to ensure we meet strict regulatory requirements.

We don't sell or pass on your personal data to third parties.

We'll always protect your personal data and, as part of this, we regularly review our privacy notice so that you can see how we use your data and what your options are. If there are any further changes to the 'General Data Protection Regulation' (or GDPR) or related laws, we may need to amend this statement in the future.

This privacy policy explains what data we collect as well as how and why we use your personal data

In this policy, whenever you see the words 'we', 'us', 'our' or 'White Beach Holiday' it refers to White Beach Holiday Limited at The Cottage (ICO registration number is ZA217788) and John Wood Property Limited t/a White Beach Holiday at The Windmill and The Tower (ICO registration number is Z9281388).

If you have any questions relating to this privacy policy or how we use your personal data, please send the request to the Data Protection Officer at info@whitebeachholiday.co.uk or post them to the Data Protection Officer, Tan y Felin, Llangoed, Beaumaris, Isle of Anglesey LL58 8TB

We will collect and use your personal data only from the information you provide when you make a booking (this means any information which identifies you, or which can be identified as relating to you personally, such as your name, address, phone number, email address). We'll only collect the personal data we need.

We do not collect information as you use our website.

We do not share your information with third parties.

We do not collect or use 'sensitive personal data'. This is defined as information about racial or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health, sexual life, and criminal allegations, proceedings or convictions.

All of our locations and properties have Closed Circuit Television (CCTV) and you may be recorded when you visit them.

CCTV is used to provide security and protect our visitors and our properties. CCTV will only be viewed when necessary (for example, to detect or prevent crime) and footage is stored for a set period of time, after which it is recorded over.

White Beach Holiday complies with the Information Commissioner's Office CCTV Code of Practice and we put up notices so you know when CCTV is used.

We'll only use your personal data on relevant lawful grounds as permitted by the EU General Data Protection Regulation and Privacy of Electronic Communication Regulation.

We will use your personal data for the purpose or purposes outlined at the time you gave it to us. This will only have been during the course of a booking.

We use this information to provide the service and essential information you expect from us

We may also need to provide your personal data if we're asked by the police, or any other regulatory or government authority investigating suspected illegal activities.

We process customer data in order to fulfil holiday bookings. Your data will be used to communicate with you throughout the process, including confirming we've received your booking and payment and various emails regarding your stay with us, such as 'How to Use The Hot Tub', 'Key Safe Instructions and Codes' and so on.

As part of your pre-arrival information, we email you links to various other web sites that may or may not be of interest to you during your holiday such as places to go and visit, activities such as walking, cycling and so on. If you follow a link to any of these websites, they will have their own privacy policies for which we do not accept any responsibility or liability.

Cookies are small text files stored on your computer when you visit certain websites. We use first-party cookies (cookies that we have set, that can only be read by our website) to personalise your online experience. We also use third-party cookies (cookies that are set by an organisation other than the owner of the website, in this case White Beach Holiday) to help us measure and analyse the use of our website.

You can control the use of cookies via your browser.

Cookies can be controlled by your web browser settings. Whether our cookies are used will depend on your browser settings, so you are in control for which we do not accept any responsibility or liability.

If you agree to receive marketing information from us you can always change your mind at a later date. For more on withdrawing your consent, please see the information in your data protection rights. We'll never share your information.

We want to keep our guests safe, so the security of your data and of our information systems is incredibly important to us. We protect all of our systems to ensure they are up to date and secure.

White Beach Holiday has an active PCI-DSS (Payment Card Industry Data Security Standard) compliance programme. This is the stringent international standard for safe card payment processes. As part of our compliance, we ensure that our IT systems do not directly collect or store your payment card information, such as the full 16-digit number on the front of the card or the security code on the back.

Our online payment solutions are carried out using a 'payment gateway' to Worldpay which is a direct connection to a payment service provided by a bank. This means that when you input card data into the payment page, you are communicating directly with the bank and the bank passes your payment to us. This means that your payment card information is handled by the bank and not processed or held by us.

We do not sell or share your personal information for other organisations to use.

We may disclose your personal information to third parties in order to comply with a legal obligation, or to enforce other agreement. It may also be used to protect the rights, property or safety of White Beach Holiday. This includes exchanging information with other companies and organisations to protect against fraud.

We will only use and store your information for as long as it is required for the purposes it was collected for. How long it will be stored for depends on the information in question, what it is being used for and, sometimes, statutory legal requirements.

Individuals have certain rights over their personal data and data controllers are responsible for fulfilling these rights. Where we decide how and why personal data is processed, we are a data controller and have provided further information about the rights that individuals have and how to exercise them below.

You have a right of access to personal data held by us as a data controller. This right may be exercised by emailing at info@whitebeachholiday.co.uk or write to us at: Tan y Felin, Llangoed, Beaumaris, Isle of Anglesey, LL58 8TB

You may be asked to provide the following details, the personal information you want to access, where it is likely to be held, the date range of the information you wish to access.

We will need you to confirm your identity. If we hold personal information about you, we will give you a copy of the information in an understandable format together with an explanation of why we hold and use it. We will aim to respond to any requests for information promptly, and in any event within the legally required time limits (30 days). This timeframe may be extended by up to two months if your request is particularly complex.

Where you have given consent for White Beach Holiday to use your personal data, you have the right to withdraw that consent at any time. To stop receiving any marketing emails from White Beach Holiday, please click on the unsubscribe link in the relevant email received from us.

When practically possible, once we are informed that any personal data processed by us is no longer accurate, we will make corrections based on your updated information.

The verification, update or amendment of your personal data will take place within 30 days of receipt of your request.

This privacy policy is intended to provide information about what personal data we collect about you and how it is used. As well as rights of access and amendment referred to above, individuals may have other rights in relation to the personal data we hold, such as a right to erasure/deletion ('right to be forgotten'), to restrict or object to our processing of personal data and the right to data portability. There may be other legal reasons why we need to process your personal data, but please tell us if you don't think we should be using it. If you wish to exercise any of these rights, please send an email to info@whitebeachholiday.co.uk or write to us at The Data Protection Officer, Tan y Felin, Llangoed, Beaumaris, Isle of Anglesey, LL58 8TB

In the first instance, please talk directly to us, so we can learn from and resolve any problem or query. You can send an email with the details of any data protection complaint to info@whitebeachholiday.co.uk We will respond to any complaints we receive.

You have the right to contact the Information Commissioner's Office ("ICO") (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the [ICO website](#).

Please check the above policies before you submit any personal data on a booking form. This privacy policy applies solely to the personal data collected by White Beach Holiday.

We'll amend this privacy policy from time to time to ensure it remains up to date, shows how and why we use your personal data, and reflects any new legal requirements. Please visit our website to keep up to date with any changes. The current version will always be posted on our website.