

Croft House Cottages, Applethwaite, Keswick, Cumbria. CA12 4PN

Data Policy

Our commitment at Croft House Cottages has always been to put great store on protecting our guest data and this will continue to be the case.

Electronic data is held on personal computer and backed up to an external hard drive. It has always been our policy to shred any printed copies which may have guest information on them. This would be 12 months after the completion of the booking.

If guests have booked through our online booking chart, which is powered by Innstyle, they will have provided data to that system. The security of this data is governed by the Data Policy of that company. If guests have booked via an agency then likewise they will have provided data to that agency and the security of that data will be governed by the Data Policy of that agency.

Croft House Cottages does not transmit guest data electronically or otherwise to any third party and will not do so unless required by law. The data you provide directly to us stays with Croft House Cottages.

Processing Bookings

In giving us your information on the booking form or over the telephone or by electronic communication you will have agreed to our use of it to process your booking.

In order to process guest bookings we need to store some of basic information about our guests.

In the vast majority of cases your email address is used to process your booking and notify you of relevant information regarding your stay here. We may also email you about your stay afterwards – especially if we did not see you on your departure day.

Next year Rates and Discount Offers

About 40% of our bookings are from returning guests. Once a year – in the autumn - we email our previous guests who have stayed in the last two years about our rates and discount offers for the coming year. If our guests do not wish to receive these there will be an opportunity to “unsubscribe”. Rates and discount offers for returning guests are always shown on our website as well as last minute offers.

Removal of information

If you wish us to remove your information then please email us at crofthousecottages@gmail.com. However if you make a booking with Croft House Cottages we will need to retain your information until the completion of your stay and accounting details in relation to your booking for a minimum of 7 years as required by HMRC.

Jan Boniface

Croft House Cottages - 24th May 2018