



Sparham Hall Farm Holidays Privacy Policy

Our contact details

Name: Lottie Parish

Address: Sparham Hall, Lyng Road, Norwich, NR9 5QY

Phone Number: 07764493593

E-mail: lottie@sparhamhallfarm.co.uk

www.sparhamhallfarmcottages.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal contact details: Full name, address, phone number and email address.

How we get the personal 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:

- Booking a holiday cottage
- Covid track and trace
- Joining our mailing list

We use the information that you have given us in order to take your booking, ensure we have the information we need to meet the requirements of the law with Covid and to keep you up to date with what is happening with us.

We may share this information with no one other than the NHS if required for Covid track and trace purposes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- **Your consent. You are able to remove your consent at any time. You can do this by contacting lottie@sparhamhallfarm.co.uk**
- **We have a legal obligation.**

Premier Cottages

We are a member of Premier Cottages, a professional collective of independent luxury cottage owners. Premier Cottages promotes properties on our behalf as well as other luxury cottages. As members of Premier Cottages we would like to give them your information so that they can contact you about other quality properties that you might like. You may unsubscribe from this service at any time.

How we store your personal information

Your information is securely stored on our booking system, called Super Control. Super Control meets all GDBR requirements.

We keep personal information for 5 years unless you request to stay on our mailing list longer. You can be removed from our mailing list at any time. We will then dispose your information by deleting data from Super Control.

Your data protection rights

Under data protection law, you have rights including:

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 personal 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 personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact Lottie Parish, either by email lottie@sparhamhallfarm.co.uk or by post at Sparham Hall Farm Holidays, Sparham Hall, Lyng Road, Norwich, NR9 5QY if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to Lottie Parish, either by email lottie@sparhamhallfarm.co.uk or by post at Sparham Hall Farm Holidays, Sparham Hall, Lyng Road, Norwich, NR9 5QY

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>