

Windermere Lake Holidays Privacy Policy

About us

Windermere Lake Holidays Ltd is a family owned limited liability company which provides self-catering holiday accommodation, boat moorings and day sail boat hire from its premises at:-

Mereside
Ferry Nab
Bowness-on-Windermere
Cumbria
LA23 3JH

As a responsible business, we understand the importance keeping your personal information secure and complying with data protection laws.

We are responsible for any personal information about you that we hold. This company privacy policy explains how we collect store manage and use any personal information that you share with us.

By providing your personal information to us, you agree that we may use it as set out in this privacy policy.

Information and Data Collection

In the day to day actives of the business we receive data about potential and existing customers from data supplied to us by you in telephone conversations, emails on booking forms, and in written correspondence

This information varies from contact to contact but it will include some or all of the following: -

Name
Gender
Email address
Home address
Work address
Mobile telephone number
Home telephone
Work telephone number
Credit/Debit Card details
Bank Account details

Windermere Lake Holidays never buy contact data from any source or sell data we have collected and would not release any data that we hold without a Court Order

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How we store manage and use your data

By providing your personal information to us, you acknowledge that we may use it in the ways set out in this privacy policy.

Data Storage and Management

Names, addresses, email addresses and telephone numbers are stored electronically on our in house PC's which are located in a secure home office.

Credit/Debit Cards and Bank Account details are stored on your booking file in hard copy which is located in a secure home office until payment has cleared. Once payment has cleared the hard copy is shredded/incinerated on our premises.

Data Usage

We only use your non-financial data for the purpose of a transaction requested by you or to advise you of news of Windermere Lake Holidays and special offers or to provide you with necessary information.

We only use your financial data for making charges or refunds that you have authorized.

We have several specific mailing lists as follows: -

- The Last-Minute List for those who have specifically asked to be sent details of any last minute or special offers. All communications to those on this list will have an option to be removed from the list.
- The past apartment customers list containing details of those who have stayed with us or made enquiries about our apartments. From time to time we send news about Windermere Lake Holidays to those on this list. All communications to those on this list will have an option to be removed from the list.
- The Existing Berth Holder List for those who have boats on our Jetties. There is no opt out from this list as in emergency it may be necessary to contact all current berth holders
- Past Berth Holders List for those who have had boats on our jetties in previous seasons or people who have made enquiries about moorings. Prior to the start of each season we may contact the people on this list about moorings for the coming season. All communications to those on this list will have an option to be removed from the list.

Cookies

Windermere Lake Holidays use reputable proprietary software as a platform for our Website, Facebook and electronic marketing. We do not ourselves place cookies on anyone's PC and therefore we do not collect any data from this practice. However

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the providers of the software platforms may do so and therefore you should set your cookie management at a level that is appropriate to you.

We also provide links to non-associated websites which provide useful information to you for your holiday in the Lake District area. You should check the cookie policy and Privacy Policy of these Websites and set you cookie settings accordingly when using these sites.

How do we protect your personal information?

We keep your personal information either in a in password protected secure computer with the state of the art market leading security software or in paper format in our files. The Computer and the files are located in our secure home office.

Whilst we protect your personal information in our possession, due to the nature of the internet we cannot guarantee the security of any information you transmit to us by email or any email response. With this in mind we would advise you to use only secure locations for your communications.

We always encourage telephone communication for transmission of credit/debit card payments. We will never ask any customer to email financial data to us.

How long do we keep your personal information?

The only financial information we collect from customers is the Credit/Debit card details for payments or refunds. This information is destroyed once the transaction is completed.

We keep personal contact information for the purposes described above in Data Usage until you request that we delete it.

Your rights

The right to access your personal information

You are entitled to see a copy of the personal information we hold about you and to request details of how we use your personal information including any disclosures made. To do this you need to contact us either by email to email@lakewindermere.net or by post to Windermere Lake Holidays Ltd, Mereside, Ferry Nab, Bowness-on-Windermere. Cumbria LA233JH

There is no charge for reasonable requests.

The right to rectification

We use our best endeavors to ensure that the personal information we hold about you is accurate and is limited to that necessary for the use described in Data Usage above. You are entitled to ask us at any time to update or amend any inaccuracies in the personal information that we hold about you.

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To request us to update or amend any personal information we hold about you. To do this you need to contact us either by email to email@lakewindermere.net or by post to Windermere Lake Holidays Ltd, Mereside, Ferry Nab, Bowness-on-Windermere. Cumbria LA233JH

There is no charge for reasonable requests.

.The right to object to marketing

You can object to receiving marketing material from us at any time. You can exercise this right by clicking 'unsubscribe' on any marketing email you receive from us or by contacting us either by email to email@lakewindermere.net or by post to Windermere Lake Holidays Ltd, Mereside, Ferry Nab, Bowness-on-Windermere. Cumbria LA233JH

How to contact us

Please contact us if you have any questions about our privacy policy or the information we hold about you. You can do this either by email to email@lakewindermere.net or by post to Windermere Lake Holidays Ltd, Mereside, Ferry Nab, Bowness-on-Windermere. Cumbria LA233JH

Reviewed and Updated 2 June 2018