

## GDPR PRIVACY NOTICE

1. This information is provided in compliance with the EU General Data Protection Regulations (GDPR)
2. This notice is provided with regard to Rosewyn Farmhouse Limited. Rosewyn Farmhouse Limited is the legal entity that is liable for compliance as are the directors of that company.
3. By virtue of our contractual relationship with you we are engaged to provide furnished holiday letting accommodation. The data we hold about you is held under a strict basis of privacy and it is not used for any other purpose than those set out below:
4. The data that we hold will be used to provide the following facilities for you:
  - Furnished Holiday Letting Accommodation.
5. The data that we hold will not be used to provide any documents for others, other than in compliance with legal obligations placed upon Rosewyn Farmhouse Limited, for example:
  - Tax returns for HMRC
  - VAT returns for HMRC (if applicable)
  - Local authorities
  - Valuation Office
  - Providing answers to questions raised by the above recipients.
7. In the exercise of our duties we recognise that we hold a considerable amount of personal data about you and it is our highest priority to ensure that it is protected at all times from any person or organisation that does not have a legal right to access, or who does not have your consent to access it. This means that the GDPR is the baseline of compliance.

8. By virtue of the fact that all information about you comes either from you, or from the public domain, it is deemed that it is provided with your consent. If this is not the case then we would not be able to host for you. You may withdraw your consent at any time in writing.
9. In general we will hold the following data in relation to guests:
  - Full name
  - Address
  - Postcode
  - Gender
  - Date of Birth
  - Email addresses
  - Telephone (including Mobile telephone) numbers
  - Family names
10. We hold this information in order to perform our contractual obligations and meet legal requirements.
11. This information is held as paper records, in digital format on our own computers and online on servers belonging to others.
12. In the instance that we require data about you that is not listed above we will explain the reason why it is needed. If you choose not to provide that data then we will not be able to host for you and will have to withdraw from the contract.
13. In strict law HMRC can go back 20 years in reviewing your tax records. We will hold your data as long as we believe it is reasonable to do within that time period.

## DATA SECURITY

1. Your data is held in physical paper files, on our own computer hard drives, and on online servers.
2. Paper records are held in our secure office, and from time to time scanned to pdf files for digital storage. The scanned paperwork is shredded by a member of staff.
3. Digital records are held on our own computers on a network that complies with the Governments Cyber Essentials standard. This includes:
  - Hard drive encryption
  - Boundary firewall protection
  - Endpoint firewall protection
  - Advanced Hueristics Antivirus scanning
  - Hourly backing up to encrypted hard drives
  - Complex password protection for all devices and online software using 1Password Software limited to the directors of Rosewyn Farmhouse Limited only
  - UPS standby power protection
  - Wi-fi disabled network
4. Digital records held on online servers meet the following standards:
  - The software is only provided by industry standard providers and stored on their servers (Quickbooks, HMRC etc).
  - Our own database is held on a secure server.
  - Servers are located within the EEA

## YOUR RIGHTS

1. You have rights under the GDPR, including a right to complain to the Information Commissioners Office if you are unhappy with how we deal with your data: In addition to those set out above the following also apply. Rights that are not applicable are not included.
2. The right to access your data: We will provide you with copies of any data that legally belongs to you.
3. The right to rectify your data: You have the right to rectify your data if it is incorrect.
4. The right to erasure: You have the right to ask us to erase your data, however there are legal restrictions on what we can erase and what we cannot.
5. The right to block: You can ask us to stop processing your data. This means that we will retain your data but not produce any documents.