

Data Protection & Privacy Policy

GDPR

This policy is in compliance with EU General Data Protection Regulations (GDPR) and relevant United Kingdom law.

Who We Are:

Trading Address:

The Willows Bed & Breakfast, Achintore Road, Fort William, PH33 6RQ

Data Controllers:

Paul & Nic Machugh, The Willows, Achintore Road, Fort William, PH33 6RQ

Any reference to “we”, “us” or “our” in this policy shall mean The Willows.

Throughout this policy “you” means the customer.

Under the General Data Protection Regulation 2018, we constitute the ‘data controller and processor’ in relation to the personal information that we collect about you. As data controller we have certain legal responsibilities surrounding how we collect, use and share your personal information. We must inform you about this, and it is important for you to be aware of the rights afforded to you.

At The Willows, we are committed to maintaining the trust and confidence of our visitors to our web site. In particular, we want you to know that we are not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we’ve provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Types of Data we Collect:

Use of Cookies:

This website thewillowsfortwilliam.co.uk does not use ‘cookies’.

Mailing Lists

The Willows does not use mailing lists.

Enquiry / Booking Form

If you use our online Booking / Enquiry Form then you agree to our transmission, storage and use of the information you supply. This information is used solely by us to confirm availability of the accommodation, to contact you in response to your enquiry or booking request to draft a contract for your use of the accommodation.

Your information is processed by, but not stored on, our server.

We undertake not to use your contact information for future marketing; nor will we pass your information to any third party.

Your information is retained by us if you contract with us for use of the accommodation.

Booking Agents

The Willows also uses Free To Book as a Booking Agent. Their Privacy Policy can be found here: <http://www.thewillowsfortwilliam.co.uk/freetobook-privacy-cookies.pdf>

Paypal:

The Willows also uses Paypal, their Privacy Policy can be read here - https://www.paypal.com/uk/webapps/mpp/ua/privacy-prev?locale.x=en_GB

Advertising Websites

We also use a number of other websites for advertising which also uses enquiry/booking forms to collect your data. Their Privacy Policy's can be found here:

Trip Advisor - <https://tripadvisor.mediaroom.com/UK-privacy-policy>

Facebook - <https://www.facebook.com/privacy/explanation>

Visit Scotland - <https://www.visitscotland.com/policies/privacy/>

Booking.com - <https://www.booking.com/content/privacy.en-gb.html>

Trivago - <https://www.trivago.co.uk/privacy-policy>

Fort William Accommodation Marketing Group - <https://www.fortwilliam-guesthouse.com/privacy-cookies/>

Expedia - <https://www.expedia.co.uk/p/support/privacy>

I know UK - <https://www.iknow-corporate.co.uk/assets/Uploads/Privacy-Policy.pdf>

Hotels.com - https://uk.hotels.com/customer_care/privacy.html

Direct Rooms - <https://en.directrooms.com/info/policies/privacy/>

Lonely Planet - <https://www.lonelyplanet.com/legal/privacy-policy/>

Last Minute.com - <https://www.lastminute.com/en/info/privacy/bravonext.html>

Bed & Breakfasts - <http://www.bedandbreakfasts.co.uk/termsandconditions.aspx>

UK Tourism Online - <http://www.uktourisonline.co.uk/terms-and-conditions/>

Jet 2 Ski - <https://www.j2ski.com/privacy.html>

Information We Collect

Information you provide to us:

- a) Personal information that you provide to us includes your contact details: your name, email address, phone number and postal address.
- b) Your correspondence - if you contact us, we may keep a record of that correspondence.

How Long We Keep Your Information

We will not keep your personal information for longer than necessary for our business purposes or for legal requirements.

For example:

- When you expressed an interest in our accommodation, to provide you with information about our accommodation.
- If you book the accommodation.

If you book the accommodation we will keep your information for 5 years for tax purposes, to deal with queries, complaints or legal claims you may have, unless you have requested that we stop holding or sending you information sooner.

Wifi

When you use The Willows's Wi-Fi we do not collect any data.

Children

Our website is not targeted at children but in any event personal information will not knowingly be collected from children under sixteen years without parental consent.

Your Rights in Relation to your Personal Information

If you have any questions in relation to our use of your personal information, you should first contact us. You have the right to request a copy of the information which we hold about you. This is called a Data Subject Access Request and is in reference to the following:

- Provide you with further details as to how we use your personal information.
- Provide you with a copy of personal information we have collected about you.
- Update any inaccuracies in the personal information we hold.
- Delete any personal information that we no longer have lawful grounds to use.
- Object to our use of your personal information if our use of your personal information is causing you undue harm. In such cases we must cease using your personal information for that purpose.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. We will acknowledge and respond to your request within one month of receiving your request.

Contact Us

If you have any questions, or you would like to find out more about this privacy notice you can contact us through written documentation, call or email. Please see as follows:

Data Controllers

Paul & Nic Machugh

The Willows

Achintore Road

Fort William

PH33 6RQ

Telephone: 01397 705122

Email: p.machugh@talk21.com

Third Party Links

Our site may contain links to third party websites. If you follow a link to any of these websites, please note that these websites have their own terms and privacy policies and that we do not accept any responsibility or liability for them.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 22nd May 2018.