



**Grove Farm House Bed and Breakfast**  
**Condover, Shrewsbury, Shropshire, SY5 7BH**  
**T: 01743 718544 E:liz@grovefarmhouse.com**  
**www.grovefarmhouse.com**

## **Privacy Notice**

### **Introduction**

This privacy policy sets out how Grove Farm House Bed and Breakfast/Grove Farm Holidays Ltd uses and protects any information that you give us when you use this website.

Grove Farm House B&B/Grove Farm Holidays Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Grove Farm House B&B/Grove Farm Holidays Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 22/04/2018.

Data Controller, Data Processor and Data Protection Officer:  
Liz Farrow, Grove Farm House B&B, Condover, Shrewsbury SY5 7BH  
01743 718544 [liz@grovefarmhouse.com](mailto:liz@grovefarmhouse.com)

## **What we collect**

We only collect the data of people who have made bookings for Grove Farm House B&B, Grove Farm Cottage, the Beech Suite and the Chestnut Suite.

We may collect the following information:

- name
- contact information including home address, telephone number and email address
- credit card information for payment of deposit.

## **What we do with the information we gather**

- We use your home address as part of the card payment processing to validate the card.
- We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.
- After your stay you will receive an automatic email from our booking system asking you to fill in a feedback form. We will not use your telephone number to contact you unless it for an emergency and/or we have been unable to contact you by email.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

## **Security - How your data is stored**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

All of the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third party system, Freetobook or on the 2 online travel agencies we use: [booking.Com](https://www.booking.com) and [LateRooms.com](https://www.laterooms.com).

Neither we nor the third party agencies will share your information with any third party unless there is a legal reason for doing so.

Credit/Debit card information taken over the telephone is stored in a locked filing cabinet until after the date of your stay, when it is destroyed.

## **Marketing**

We would like to stay in touch with you to send information about the B&B, any special offers we may have or local events. We send occasional emails ( normally no more two per year ) to people on our distribution list.

The distribution list is managed by a secure third party, Mailchimp.

If you would like to receive these newsletters please click here you may change your preferences or unsubscribe via Mailchimp at any time.

Neither we nor Mailchimp will pass your details onto any third party

## **How we use cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser not to accept cookies. See [www.aboutcookies.org](http://www.aboutcookies.org) for more information.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [liz@grovefarmhouse.com](mailto:liz@grovefarmhouse.com)

- When you receive a marketing e-mail from us and wish to unsubscribe, please do so using the link at the end of the e-mail.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.