

## www.TheNursesCottage .com - Privacy Policy January 2023

### Who we are

This privacy policy is for The Nurse's Cottage holiday rental business as represented by our website at [www.TheNursesCottage.com](http://www.TheNursesCottage.com).

At The Nurse's Cottage, 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 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.

### Type of data we collect

**Website Cookies** - we use Cookies on our website to help the user experience, we do not however collect any data from cookies. Third-party websites that we may link to (or use to generate bookings for the cottage) might have cookies enabled. If this is the case these sites will have their own privacy policy which will detail what the cookies are used for.

Privacy policies for sites that we do link to are:

<https://www.bookalet.co.uk/privacy>

<https://stripe.com/gb/privacy>

<https://www.facebook.com/about/privacy/update>

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

<https://www.booking.com/content/privacy>

**Google Analytics** - When someone visits our website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

**WiFi** - when staying at the cottage you will have full and unlimited access to the internet via WiFi. To provide this service the WiFi devices will automatically collect details such as the device name, make, model, volume of data used, type of connection. No data about which websites or applications that you use is collected or available to us.

**Mailing Lists** - As part of our marketing efforts and as part of the booking process for the cottage we will collect personal information. This information will include your email address, name, address, telephone numbers, number of people in the booking party, number of adults, children, infants, dogs and any special requests. We use this information to stay in touch, make you aware of special offers and promotions, keep you informed about the cottage and, most importantly, to effectively manage your booking and holiday at our cottage. We will never share this information with anyone not connected directly with the cottage unless we have a legal obligation to do so.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice. You can unsubscribe to these mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our MailChimp emails. Note, if you do unsubscribe from the newsletters we will keep your personal details on file to allow us to manage your holiday booking.

**Online bookings** - we do use a third-party service to manage the availability calendar and bookings for the cottage. This service is provided by <https://www.bookalet.co.uk/> and their privacy policy is available here: <https://www.bookalet.co.uk/privacy>. Your personal details are stored within their system to facilitate the booking of the cottage on our behalf. They handle all payments for the cottage using a third-party payment service from Stripe. Only Stripe has details of your credit card and payment details, neither us or Bookalet have access to your payment details. Stripe's privacy policy is available here: <https://stripe.com/gb/privacy>

**Online booking companies** - we use a wide range of companies such as booking.com, TripAdvisor, HomeAway.com etc. to market and gain bookings for the cottage. All these sites will have their own privacy policy which will detail how they handle your data. The only data that we have access to is limited to the following: your email address, name, address, telephone numbers, number of people in the booking party, number of adults, children, infants, dogs and any special requests. This information is then stored securely in the online booking system we use from Bookalet as above.

### [Access to your personal information](#)

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer [info@thenursescottage.com](mailto:info@thenursescottage.com)

### [Changes to this privacy policy](#)

This policy will be reviewed at least once a year to ensure it remains accurate and current. The last review date is at the top of this document.