

ELBA HOUSE PRIVACY NOTICE

This is the privacy policy for Elba House and our website. We take the privacy of personal data very seriously.

This policy covers all data that is shared with us, whether directly via our website or via email.

What information do we collect about you?

While using our site, we may ask you to provide us with certain personal data that can be used to contact or identify you ("Personal Data") when you submit a contact or information request form. Personal Data may include, but is not limited to:

- First name and last name
- Title
- Email address
- IP Address
- Phone number

If booking through Homeaway, Homeaway will collect some of this data on our behalf and this will be made available to us via their website if you proceed with booking.

Information Collected Automatically

We also use tools like Google Analytics to measure traffic to our website and how users interact with our site. The Google Analytics terms specify that no personally identifiable information may be collected through the Google Analytics software.

What Information Do We Share?

We do not share your personal information with others, except as detailed below:

We will share your information in the following ways.

Analytics. We use Google Analytics, which is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our website. This data is shared with other Google services. Google may use the collected data to contextualize and personalise the ads of its own advertising network. You can opt-out of having your activity on the website made available to Google Analytics by installing the Google Analytics opt-out browser add-on your web browser. The Google Analytics opt-out browser add-on provides visitors with the ability to prevent their data from being collected and used by Google Analytics. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page:

<http://www.google.com/intl/en/policies/privacy/>

To comply with legal process or to protect Elba House. Examples include: If we believe that disclosure is reasonably necessary to comply with a law, regulation, legal or governmental request; to enforce applicable terms of use, including investigation of potential violations thereof; or as required by law; or to detect, prevent, or otherwise address, security or technical issues or illegal or suspected illegal activities (including fraud).

Use of your information – Grounds for Using Your Personal Data

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we are relying on the following lawful grounds to collect and process any personal data you may have provided:

- **Legitimate Business Interests:** To provide you with information requested from us relating to our services. We may also need to use this information to liaise with Homeaway in respect of any enquiries or bookings made through them.
- **Performance of Contract:** To meet our contractual commitments to you and in performance of contractual obligations to you.

Choices and Individual Rights

We aim to take reasonable steps, so you can correct, amend, delete or limit the use of your Personal Data.

We outline your choices below:

- **Cookies (See below).** Your browser's help function should contain instructions on how to set your computer to accept all cookies, to notify you when a cookie is issued, or to not receive cookies at any time.
- **Your rights under certain circumstances.** To initiate any of the following actions please contact us at victoria@elbahousechippy.co.uk
 - To access and receive a copy of the Personal Data we hold about you.
 - To rectify any Personal Data held about you that is inaccurate.
 - To request the deletion of Personal Data held about you.
 - You have the right to data portability for the information you have provided to us. You can request to obtain a copy of this information in a commonly used electronic format so that you can manage and move it. We will need to verify your identity before being able to respond to such requests.
 - Please note that in some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.
- **Right to Lodge a Complaint.** If you feel that our processing of your personal data infringes on data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection.

Security

We use reasonable administrative, logical, physical and managerial measures to safeguard your personal information against loss, theft and unauthorized access, use and modification. Unfortunately, no measures can be guaranteed to provide 100% security. Accordingly, we cannot guarantee the security of your information.

Sensitive Data

We request that you do not send us any sensitive data such as social security or national identification numbers, information related to racial or ethnic origin, political opinions, religious beliefs, health data, biometrics or genetic, criminal background or trade union membership information.

Our site is not directed to children under 16. If you learn that your minor child has provided us with personal information without your consent, please contact us.

Changes to our privacy policy

We may change our Privacy Policy from time to time, and in our sole discretion.

Cookie Policy

We use cookies on our website so that we can tailor the content to you, ensure it's working the way it should and make improvements.

A cookie is a small file of letters and numbers that is sent and stored on your computer and/or mobile device which provides us with information in relation to your website usage, and allows us to recognise that you have used our website before.

Cookies are safe and secure and are commonly used by websites.

A cookie typically contains:

- The name of the server the cookie was sent from
- The lifetime of the cookie
- A unique identifier (usually a number)

How cookies work

When you visit our website, our website server sends a cookie to your device and uses this number to recognise you when you return to the site or browse from page to page. This cookie is then stored on your computer or mobile device.

All websites can send a cookie to your browser if your browser settings allow it. Many websites do this to track online flow.

Types of cookies

Cookies may be categorised on the basis of their life span:

1. Session or temporary cookies: these cookies expire when you close your browser or when the session times out
2. Persistent or permanent cookies: these are usually stored on your hard disk and survive across multiple sessions but have a longer expiration date

Please find below a table detailing the types of cookies used on our website:

Cookies we use

Cookie Name	Duration	Purpose
Crumb	Session	Prevents cross-site request forgery (CSRF). CSRF is an attack vector that tricks a browser into taking unwanted action in an application when someone's logged in
ss_cid	2 years	Identifies unique visitors and tracks a visitor's sessions on a site

ss_cvr	2 years	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvisit	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvt	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cpvisit	2 years	Identifies unique visitors and tracks a visitor's sessions on a site

Controlling or deleting cookies

You can easily control and disable cookies through your browser settings. Removal of cookies may impact the experience whilst using the website through repeated requirements for entry of confirmation.