

Privacy and cookie policy

Introduction

This section provides details about our Privacy and Cookie Policy, which Policy forms part of our Website Terms. We take your privacy seriously and are committed to protecting your personal information. We use the personal information that we collect from you in accordance with this Privacy and Cookie Policy.

Personal information when used in this Policy means information that can identify you as an individual or is capable of identifying you. By personal information we do not mean general, statistical, aggregated or anonymised information.

Your use of our services signifies your consent to us collecting and using your personal information as specified below.

How we collect information about you

We collect your information from:

1. Contact form for enquiries;
2. Directly for Bookings made via our Reservations Team;
3. Bookings made by clients on our website (via Siteminder Channel Manager);
4. Bookings via OTA's (e.g. booking.com, Expedia), and/or
5. Via various marketing channels for marketing purposes from time to time.

How we use your information

We may use your information to confirm that your orders have been received / bookings have been made; to validate you as a customer when using our services and calling our help desk; to prevent and detect criminal activity, fraud and misuse of or damage to our services or networks; to prosecute those responsible.

How long do we keep your information for?

The time periods for which we keep your information may vary according to the use or purpose attached to the information. Unless there is a specific legal requirement requiring us to keep your information, however, we will not keep it for longer than necessary for the purpose for which the information was collected or for which it is to be processed. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods. The Company will also retain Usage Data for internal analysis purposes.

Disclosing your information to third parties

We may provide aggregate statistics about our sales, customers, traffic patterns and other website information to third parties, but these statistics will not include any information that could identify you. The only entity / entities that has / have access to data obtained by us is / are: Google Analytics, which receives anonymised data.

When and where do we use cookies?

We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Service.

Cookies can be “Persistent” or “Session” Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser.

We use both Session and Persistent Cookies.

How can you refuse or opt out of cookies?

Most browsers are set by default to accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance and to prompt you every time a cookie is sent to you or to allow you to choose not to receive cookies at all.

Children's Privacy

Our service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from anyone under the age of 13 without verification of parental consent, we take steps to remove that information from our servers.

If we need to rely on consent as a legal basis for processing your information and your country requires consent from a parent, we may require your parent's consent before we collect and use that information.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Security of Your Personal Data

The security of your Personal Data is important to us, but always remember that no method of transmission over the Internet, or method of electronic storage is absolutely secure. Whilst we make it our mission to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Transfer of Your Personal Data

Your information, including Personal Data, is processed at our operating offices and in any other place(s) where the parties involved in the processing are located. This means that your information may be transferred to (and maintained on) computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

Your consent to this Privacy Policy followed by your divulging of such information represents your agreement to that transfer.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

How can you manage your privacy preferences?

If you'd like us to stop processing your information for marketing purposes, please write to us at the address set out on our Website.