

Square Tree House Data Management & Privacy Policy

Introduction:

- 1] This policy along with a detailed management structure for its implementation will be kept updated in the GDPR file and used in induction of new staff.
- 2] Square Tree House will maintain records showing training of employees on privacy and data protection matters.
- 3] Square Tree House will review, processes & software annually.

2] Scope of personal information processed

2.1] Data Collection:

Square Tree House collects sufficient information from customers to arrange and take payment for reservations ie. booker name & guest name(s), phone number, email, postal address, credit card details.

2.2] All information is supplied to us either:-

- [i] directly by the customer, or by their Travel Agent (by telephone or email) for the purpose of reserving & paying for Bed & Breakfast accommodation. It is the customer's responsibility to keep us up to date until a fortnight from the end of their stay when Square Tree House will delete all details.
- [ii] our partner Online Travel Agents (OTA's) eg Booking.com, email us with customer reservation details. OTA's share access to customer's name & phone number, & temporary credit card details for the time it takes to process payment. OTA's share data with Square Tree House via online password protected & encrypted file as per their Privacy Policy.

2.3] Data Sharing: In order to process your card payment we share details with electronic payment processing companies eg World Pay.- Square Tree House will share data with them via online password protected & encrypted file. this will include your name, address & credit card details.

2.4] Data Storage: We collect your data at the time of booking and delete it within a fortnight of the end of the stay. We will delete data pertaining to cancelled bookings within a fortnight of cancellation. In that time, we store your data on-line in a password protected file. Customer information is not held on computer hard drives.

3] Security Measures:

We are continuously implementing and updating administrative, technical, and physical security measures to help protect your information against unauthorized access, loss, destruction, or alteration. Some of the safeguards we use to protect your information include firewalls, data encryption, and information access controls.

Privacy Impact Assessment: The process described above aims to minimise Customers' risk of data breach through:-

- minimising the scope of Personal Data collected , storing data for the minimum amount of time possible thereby avoiding holding out of date information
- ensuring security software is kept up to date
- sharing with external organisations only when necessary

3.2] The right to be forgotten

Personal data will be removed from all on line storage:- the bookings calendar, email contacts, & secure data file within 2 weeks of completion of your stay, or booking cancellation unless you specifically ask us to stay in touch.

3.3] Privacy notices

Square Tree House aims to ensure that individuals are aware that their data is being processed, and that they understand:

- Who is processing their data
- What data is involved
- The purpose for processing that data
- The outcomes of data processing
- How to exercise their rights.

To these ends the company has a privacy statement, setting out how data relating to these individuals is used by the company.

The Privacy Notice is viewable on www.squaretreehouse.com/Privacy A synopsis of the Privacy Policy, with a hyperlink to the full statement is contained in all company policy statements and email footers.

4] Ongoing documentation of measures to ensure compliance

Meeting the obligations of the GDPR to ensure compliance will be an ongoing process.