

The Laughing Seagull Privacy Policy

Our Contact Details

E-mail: stay@thelaughingseagull.com

The Types of Personal Information we collect

We currently collect and process the following information:

- Names of prospective and confirmed adult guests.
- Contact details such as email addresses, telephone numbers, email addresses and postal addresses.
- The age of any children accompanying you on your trip, so that we can appropriately cater for their needs e.g. by providing a high chair or cot.
- Whether any pets will be accompanying you on your trip.

How We Obtain the Personal Information and Why We have it

Most of the personal information we process is provided to us directly by you when making an enquiry or booking on the Laughing Seagull website, third-party websites, by email or by telephone.

We use the information that you have given us in order to:

- Provide you with holiday rentals e.g. contacting you to confirm and arrange your bookings, send further check-in information, keeping in touch during your stay, seeking feedback after your stay.
- Send occasional marketing material (provided you opt in to receiving such material).

We may share this information with third party service providers in order to complete the service we are providing for you. We would only pass on the information that was required to meet your needs.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting stay@thelaughingseagull.com

(b) We have a contractual obligation.

How We Store Your Personal Information

Your information is securely stored.

We will only keep your information for as long as is necessary to fulfil our services and obligations.

We will then securely dispose of your information.

Your Data Protection Rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at stay@thelaughingseagull.com if you wish to make a request.

How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at stay@thelaughingseagull.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>