

Pennard Orchard Privacy Policy

At Pennard Orchard we understand that personal information is just that – personal. We respect your privacy. We have written this Privacy Policy to explain how we collect, store and process your personal data when you use our website or book accommodation with us. Our aim is to explain it as simply as possible but if you have any queries please email us at info@pennardorchard.co.uk.

We also explain your right to request that we delete, update, transfer or provide you with access to your personal information. Please note that this Privacy Policy only applies to personal information obtained by us – not information collected from your interactions with third parties.

Who we are and how to contact us

Please contact us if you have any questions about our privacy policy or about information we hold about you:

Pennard Orchard Ltd

Address: 74 Godolphin Road, London, W12 8JW

Tel: +44 (0)7957 506 644

Email: info@pennardorchard.co.uk

How we collect your personal information

We collect your information when you decide to interact with us. This includes when you use our website, make enquiries by email, phone or in person and when you sign up to receive emails from us. We also look at how our customers use our website, so we can offer the best possible experience.

The type of information we collect

We collect the information needed to carry out our business and provide the service you have requested as well as keep you up to date with all the latest Pennard Orchard news. Website usage information is collected using cookies (see Cookie Policy below).

How will we use this information about you?

We like to get to know our customers and ensure we provide you with the best possible service so:

- We use it to ensure we can make the correct booking for you
- To ensure the content on our website is the most effective
- To let you know about changes to our services.
- If you have consented to receiving marketing information from us we will keep you updated with the latest information about us and about things we think you will be interested in or will benefit you and your experience with us

While we take measures to ensure the most complete protection of personal data processed through our website, please be aware that internet-based data transmissions may in principle have security gaps, so absolute protection may not be guaranteed. For this reason, you are free to provide personal data to us via alternative means e.g. by telephone.

How long do we keep your personal information for?

We will only keep your personal information for as long as it is required. You can opt-out at any time.

Sharing your information

We use Mailchimp for email marketing so when you opt in to receive marketing information from us, we will use Mailchimp's software to store your data. You can find their privacy policy here: <https://mailchimp.com/legal/privacy/>

Competitions: When you enter into a competition affiliated with us we would only provide personal information given to us, to the company providing the prize if we had said so in the terms and conditions of the competition and listed who we would give the data to.

Marketing communications and opting-out.

We would like to send you information about services and things that we think will be of interest to you. If you have consented to receive marketing communication, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes or giving your information to third parties. If you no longer wish to be contacted for marketing purposes, you can opt-out at any time by emailing info@pennardorchard.co.uk or clicking the 'unsubscribe' link feature in all of our marketing emails to you. You will not receive any more marketing emails from Pennard Orchard if you do this, but we will still send you transactional emails, for example an order confirmation if you make a booking with us.

Access to your information and correction

Your right of confirmation and right of access

If you ask us, we can confirm whether we're processing your personal information and, if so, provide you with a copy of that information.

Your right to rectification

If the personal information we hold about you is not accurate or is incomplete, you are entitled to have it corrected.

Your right to erasure (right to be forgotten)

You can ask us to delete or remove your personal information in some circumstances such as where we no longer need it or if you withdraw your consent (where applicable).

Your right to restrict information

In certain circumstances, such as where you contest the accuracy of the personal information or if you object to us processing it, you can us to 'block' or suppress the processing of your personal information. In this situation we would not stop storing your personal information. We'll tell you before we lift any restriction.

Your right to data portability

From 25 May 2018, you will have the right, in certain circumstances, to obtain personal information you have provide us with and to reuse it somewhere else or ask us to transfer it to a third party of your choice.

Your right to object

You can ask us to stop processing your personal information. Remember you can opt out at any time for our marketing communications by using the 'unsubscribe' function in our marketing emails or by contacting us using the information in the "Who we are" section of this policy.

Not happy?

We have a lawful basis to obtain your information in order to provide you with the best service possible, and we only keep data for as long as you are happy for us to. After speaking with us, you do always have the right to talk to the ICO if you aren't happy with the way we are handling your data.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 21/05/2018.

Pennard Orchard Cookie Policy

We use cookies (small text files to store information on your computer). Cookies can not harm your computer and we do not store any personally identifiable information such as credit card details. They collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

We use several different types of cookies. Some of these are session cookies which are temporary and allow us to link your actions during a browser session. Others are persistent cookies which remain on your device for the period of time specified in the cookie. The Website uses cookies for the following purposes:

STRICTLY NECESSARY COOKIES: These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website. These cookies are necessary for the proper operation of our Website, so if you block these cookies we can't guarantee your use or the security of our Website.

FUNCTIONALITY COOKIES: These are used to recognise you when you return to our website and are used to provide you the best user experience. These cookies are for instance used to remember your cookie preference settings as you visit our site.

PERFORMANCE COOKIES: Performance cookies help us to understand the behaviour of our visitors and the usage of the Website. This allows us to continuously improve the Website to provide you the best shopping experience.

They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

COMMUNICATION COOKIES:

The Website allows cookies of third party social networks (e.g. Facebook, Instagram, YouTube, Twitter, LinkedIn). This enables a user to share content of the Website on social networks. These third parties may use cookies, but their use of cookies will not be governed by this Cookie Policy.

Control your cookie settings

You can disable cookies through your web browser's settings at anytime. Please bear in mind that disabling cookies may severely affect and limit the use of our website. If you wish to do this, you should do this through the browser settings for each browser you use. Please be aware that some of our services will not function if your browser does not accept cookies. However, you can allow cookies from specific websites by making them "trusted websites" in your internet browser. The following links may assist you in managing your cookies settings, or you can use the 'Help' option in your internet browser for more details.

Internet Explorer: <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Mozilla Firefox: <http://support.mozilla.com/en-US/kb/Cookies>

Google Chrome: <http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95647>

Safari: <http://support.apple.com/kb/PH5042>

Opera: <http://www.opera.com/help/tutorials/security/privacy/>

Adobe (flash cookies): <https://www.adobe.com/support/flash/downloads.html>

To block Google Analytics cookies specifically, you can install the "Google Analytics Opt-out Browser Add-on" provided by Google.

Other Information

The following link contains further information about cookies: <http://www.aboutcookies.org>

Cookie Use

Below is a full list of the cookies used:

COOKIE NAME	DEFAULT EXPIRATION TIME	DESCRIPTION
__utma	2 years from set/update	Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.
__utmt	10 minutes	Used to throttle request rate.
__utmb	30 mins from set/update	Used to determine new sessions/visits. The cookie is created when the javascript library executes and no existing __utmb cookies exists. The cookie is updated every time data is sent to Google Analytics.

__utmc	End of browser session	Not used in ga.js. Set for interoperability with urchin.js. Historically, this cookie operated in conjunction with the __utmb cookie to determine whether the user was in a new session/visit.
__utmz	6 months from set/update	Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the javascript library executes and is updated every time data is sent to Google Analytics.
lang	1 year	Allowing the language to be set according to a cookie

For further information on the cookie legislation and information on how to enable / disable cookies please search for the ICO (Information Commissioner's Office).