

# Hardraw Old School Bunkhouse

## Privacy Notice

At Hardraw Old School Bunkhouse we are committed to maintaining the trust and confidence of visitors to our website and accommodation and those who book outdoor activities with us. We know that you care about how your personal information is used, stored and shared. This notice describes the privacy policy of Hardraw Old School Bunkhouse as an accommodation and activity provider.

In particular we want you to know that we are not in the business of selling, renting or trading email lists with other any other companies and businesses for marketing purposes.

We've provided the information below to explain when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

**By sharing your personal information with us through bookings and activity consent forms, and by continuing to use our website, you confirm that you have read and understood the terms of this privacy policy and consent to the practices described in this Privacy Notice.**

### **Types of data we collect & how long personal information is stored**

- We collect no personal data from our website. We do not store or use derived or inferential data of any kind.
- All customer data is collected directly from the individual concerned.
- If you email us using our contact form or via sites such as Independent Hostels, National Trails or campsites.co.uk, we will follow this up with a response indicating availability if appropriate. Following this response, the email originating from the accommodation search site will be deleted within 2 weeks of the original enquiry.
- If a booking is made, details of the group (name, numbers, type of group) and contact details for the person making the booking are collected. These details form part of the invoice and booking-related emails will be stored in our 'Bookings in Progress' folder. Email addresses and contact telephone numbers will be used only to aid the booking process. Following your visit, all emails will be deleted unless consent is given for us to retain one email to aid administration of any future bookings.
- Invoices and financial records will be retained for 7 years in our password protected 'Invoices' folder.
- If an outdoor activity is booked, every participant must complete a medical and consent form. Some participants send this information to us via email and the forms are stored in a password protected folder for 7 years. Others complete hard copies of the form and these are stored securely for a period of 7 years.

- Very occasionally we will need to collect your bank details—for example, if a refund needs to be processed. Emails containing such information are deleted immediately after payment has been made.

## **Children**

No under 18 year olds can stay at the bunkhouse without an adult. No personal data is collected from children during the accommodation booking process.

Parental consent is required to enable those under 18 years to participate in outdoor activities. We have a separate consent form for those under 18 years old.

The consent form also explains about photographs and how these may be used on our website/Facebook page or shared with members of the group and asks parents for explicit consent. Photos of group activities are normally shared via a Dropbox link sent to the group leader/staff member. If one or more participants does not agree to this sharing of activity photos, no photographs will be taken by instructors during the activity session.

## **Social Media**

Hardraw Old School Bunkhouse has a website and a Facebook page where photos of the property, past outdoor activity events and advertisements for future courses (that may use photos from past events) are posted from time to time.

As part of your consent form, you will be asked whether we can use any photos of you and your group in this manner. Names of participants are never posted although the name of the group may be included. If you are happy for photos to be posted but do not want the name of the group to be included, please let us know.

## **Wifi**

We do not collect any information when you use our wifi.

## **Mailing Lists**

We do not gather information for mailing lists regarding our accommodation provision.

If taking part in an outdoor activity, you will be asked whether you wish to be contacted about any future courses that relate to activities undertaken. If consent is given, you may be contacted at a later stage with information about upcoming outdoor activity courses/events.

We never use customer email addresses for marketing purposes (unless they have requested future notification of accommodation/activities),

## **Data sharing with Third Parties**

We take your privacy seriously and will only use your personal information to administer your booking and to provide the services you have requested from us. No personal data is shared with 3<sup>rd</sup> parties for marketing purposes.

We require health information and emergency contact details for all outdoor activity participants. This is to ensure we have the necessary information to ensure your safety and wellbeing and to support any medical treatment required.

This information is also required to enable us to care for you in the event of a medical emergency or accident and will only be used in this instance. This information may be shared with third parties in order to provide appropriate medical treatment.

## **Access to your personal information**

You are entitled to view, amend, or delete the personal information that we hold. Email your request to Helen Hooper: [enquiries@harddrawoldschoolbunkhouse.co.uk](mailto:enquiries@harddrawoldschoolbunkhouse.co.uk)

## **Changes to this Privacy Notice**

It will be renewed if specific changes become necessary.

## **Contact us**

Hardraw Old School Bunkhouse, Hardraw, Hawes, North Yorkshire, DL8 3LZ

Telephone: 01969 666034 / 07513279899

Email: [enquiries@harddrawoldschoolbunkhouse.co.uk](mailto:enquiries@harddrawoldschoolbunkhouse.co.uk)

**General Privacy Inquiries:** Please submit any questions, concerns or comments you have about this Privacy Statement or any requests concerning your personal data to Helen Hooper by email at [enquiries@harddrawoldschoolbunkhouse.co.uk](mailto:enquiries@harddrawoldschoolbunkhouse.co.uk) *If your query has not been resolved to your satisfaction, you are able to register a complaint with the ICO. [Information Commissioner's Office]*

Last Updated: 15th May 2018