

Privacy Policy

PRIVACY

Thank you for using Holiday Home Hunter. We are committed to respecting your privacy on our Property Management System and the privacy of every visitor to our website and we strive to take the appropriate measures to protect your personal information. Holiday Home Hunter collects certain personal information about you in connection with your property and bookings including your contact information (i.e. name, address, telephone numbers and e-mail addresses, bank account details etc).

The personal information that we collect about you will only be used lawfully (in accordance with General Data Protection Regulations 2018). All data is retained exclusively within the United Kingdom, or transferred only to 'third countries' where 'adequacy of protection' or specific certification as defined by the GDPR has been confirmed.

This information will not be disclosed to anyone outside Holiday Home Hunter or its associated companies, partners, and other companies with which Holiday Home Hunter has arranged services for your benefit.

We expect the information we hold about you to be accurate and up to date. You have the right as an individual to find out what information we hold about you and make changes if necessary; you also have the right, assuming we are not obligated by law to refuse, to ask us to stop using your information.

Should you have a question about the data we store about you, or wish to have your information removed or rectified, please contact our data Protection Lead person:

Name: Madeleine Palmer
Address: Holwell, East Down, Barnstaple, Devon, EX31 4NZ
Email: maddy@holidayhomehunter.co.uk
Tel: 01271 870067

The type of information that we will collect about you, and you voluntarily provide to us on your contract includes:

Your name

Address

Telephone number(s)

Email address(es)

Bank account no and sort code

Descriptive details about your property and photographs

We may, in further dealings with you, extend this information to include records of conversations and agreements which will only be held on our Property Management System which has its own Privacy Policy in place.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to deal with you as a property owner and client in an efficient and effective manner.

The legal basis for processing your data on our Property Management System (PMS) is based on compliance with a legal obligation to keep your personal information that we will have requested at the point the information was initially provided, therefore we will not store, process or transfer your data outside the parties detailed above unless we have an appropriate lawful reason to do so. Unless we are precluded from doing so by law, you have the right to remove your consent at any time by contacting us and requesting that processing of your details be restricted or deleted.

Unless otherwise required by law, your data will be stored for a period of up to 6 years after contracting with Holiday Home Hunter or until the contract is terminated.

Protection of Personal Information

Holiday Home Hunter takes precautions, including administrative, technical, and physical measures, to safeguard your data against loss, theft, and misuse, as well as against unauthorised access, disclosure, alteration, and destruction.

Holiday Home Hunter uses industry-standard efforts to safeguard the confidentiality of data, including encryption, firewalls and SSL (Secure Sockets Layer). We have implemented reasonable administrative, technical, and physical security controls to protect against the loss, misuse, or alteration of your data.

Complaints

If you have a concern about how we handle your data, or you would like to make a complaint it will be dealt with in accordance with the Holiday Home Hunter's complaints procedure. If Holiday Home Hunter is unable to satisfactorily resolve the complaint, enquirers have the right to complain to the Office of the Information Commissioner at <https://ico.org.uk/make-a-complaint>.