	COTTAGE OF DREAMS **Privacy Policy**
Version	V0.01
Reference	COD POL08a
Policy Author & Position	James Lawrance, Director
Approved for Issue By	Sandra Roberts
Date First Implemented	15/07/2026
Next Review	15/07/2027
Target Audience	Cottage of Dreams Website Users

Document Control History

Version	Date	Description of Change	Amendments by name and job title
V0.01			

Equality Impact Assessment

	Does the policy affect one group less or more favourably than another on the basis of:	Yes/No	Comments
1	AGE	NO	
2	CULTURE	NO	
3	DISABILITY - learning disabilities, physical disability, sensory impairment and mental health problems	NO	
4	ETHNIC ORIGIN	NO	
5	GENDER	NO	
6	NATIONALITY	NO	
7	RACE	NO	
8	RELIGION OR BELIEF	NO	
9	SEXUAL ORIENTATION	NO	
10	PREGNANCY/MATERNITY	NO	
2	Is there any evidence that some groups are affected differently?	NO	
2a	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	N/A	
3	Is the impact of the policy likely to be negative?	NO	
3a	If yes can the impact be avoided?	N/A	
3b	What alternatives are there to achieving the policy/guidance without impact?	N/A	
3c	Can we reduce the impact by taking different action?	N/A	

Cottage of Dreams – Privacy Policy

Introduction

At Cottage of Dreams, your privacy matters. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, make an enquiry, make or discuss a booking, or interact with our services. We may update this policy from time to time, and any changes will be posted on our website.

Information We Collect

We may collect the following types of information:

- Your name and contact details
- Email address and telephone number

- Booking, enquiry, or service information
- Demographic details such as postcode, preferences, or accessibility requirements where voluntarily provided
- Technical data, including IP address, browser type, device information, and cookies used for analytics
- Any information you voluntarily provide through forms, email, telephone, or other communication with us

How We Use Your Information

Your information helps us respond to enquiries and manage bookings, provide information about our services and accommodation, improve our website and customer experience, maintain internal records, meet legal, accounting and regulatory obligations, send updates or promotional information where you have opted in, personalise your experience on our website, and conduct market research to better understand our guests' needs.

Lawful Basis for Processing

We only use personal information where we have a lawful basis to do so. This may include responding to your enquiry or managing a booking, complying with legal obligations, pursuing our legitimate business interests, or using your information with your consent where consent is required, such as for certain marketing communications.

Sharing Your Information

We will never sell or lease your personal information to third parties. We may share information only where necessary with trusted service providers, professional advisers, booking or payment providers, IT and website support providers, or where required by law. Where third parties process information on our behalf, we require them to keep it secure and use it only for the agreed purpose.

Security

We take appropriate technical and organisational measures to protect your personal information from unauthorised access, loss, misuse, alteration, or disclosure.

How Long We Keep Your Information

We keep personal information only for as long as necessary for the purpose it was collected, including to manage enquiries and bookings, meet legal or accounting requirements, resolve disputes, and maintain business records. When information is no longer needed, we will delete it securely or anonymise it where appropriate.

Cookies & Website Tracking

Our website may use cookies to improve your browsing experience and help us understand how visitors use the site. Cookies may collect technical information such as browser type, pages visited, and time spent on the website. You can adjust your browser settings to refuse cookies if you prefer, although some website features may not work as intended.

Links to Other Websites

Our website may contain links to external sites. Once you leave Cottage of Dreams, we cannot control how other websites handle your data. Please review their privacy policies separately.

Your Rights

Under data protection law, you may have the right to request access to the personal information we hold about you, ask us to correct inaccurate information, request deletion of your information where legally applicable, object to or restrict certain processing, request portability of your data, and withdraw consent where processing is based on consent. You also have the right to raise a

concern with the Information Commissioner's Office if you are unhappy with how your information has been handled.

Contact Information

If you have any questions about this policy or wish to request information about your data, please contact us at:
Cottage of Dreams
Hulmes Bridge Business Centre
North Moor Lane
L39 8RF
United Kingdom