

Casa Capella Privacy Policy

12 May 2018

Your privacy

At Casa Capella we are committed to the highest privacy standards. However you choose to interact with us, we ourselves will only collect data that is necessary for us to deliver the best possible service, to ensure you are reminded about your booking arrangements or anything else relevant to your rental of the house, and to keep you informed about Casa Capella and renting it after your stay. This policy provides detailed information on when and why we collect your personal information, how we use it and the very limited conditions under which we may disclose it to others. If you have come to us through a rental portal company on which we list, the privacy of such information you have provided on the portal will be subject to such policies operated by the rental portal company.

Collection of your Personal Information

In addition to your, and members of your rental party's, basic contact information (name, address, telephone numbers and your email address) we may collect other relevant details including payment details, date and place of birth, nationality, and passport/identity card information. We may also store associated information received from rental portals on which we list.

How we use this information

The information we collect about you is used to ensure we provide you with the best and most appropriate services, and to ensure that both you and we comply with regulations and the law in regards to your rental of Casa Capella. In addition to your ongoing rental, we will remind you when payments and information are due and suggest relevant services that we believe would be of interest. We use your contact information to respond to queries from you, and where appropriate your bank details to monitor payments you make to us, and to refund payments and deposits as agreed. We may occasionally contact you to ask for your feedback on services we have provided, or to inform you of changes at Casa Capella and in its surrounding area, and to offer the opportunity to rent Casa Capella at reduced rates.

Our policy on storage, processing, and retention of your information.

To provision and manage our services, your data is stored securely and processed locally in Bath, UK. We retain your information only for as long as reasonably necessary to provide our products and services and to maintain records to satisfy taxation and other legal requirements. We will securely erase the data we hold on you when it is no longer required by us.

How and when we may share your Personal Information

Where necessary we may disclose some of your information to our housekeeper or others involved with work on or services to the property, to our advertisers and IT professionals working for us, to our accountants and insurers, and to our lawyers. We may also pass

information to external agencies and organisations, including the police and tax authorities, to comply with the legal requirement to register our guests, to account for taxation, and for the prevention and detection of fraud and criminal activity. Should any complaint or claim be made against us, we may pass your personal information to others where directed by a court. We will not sell your data to anyone; except in the case that our rental business is transferred to a third party, when your personal information may be one of the transferred assets.

Your rights with respect to the Personal Information we hold

You are entitled to access the personal information that we hold on you; any such request should be made using our contact details below. If any data we hold is inaccurate, this will be corrected promptly on request. In circumstances where there is or has been no contractual relationship between us, or where your rental has been completed and all associated contractual and financial obligations have been met by both you and us, you can request that we erase some or all of your data. This we will do where such action would not prevent us meeting our legal and regulatory obligations.

Updating your communication preferences

You may ask that we do not send you communications using any one or more of the contact details we hold on our records, this may include your email, SMS, telephone and postal information. You may also request we restrict our communications to contractually and legally necessary messages. Your personal preferences can be changed at any time by using our contact details below. If you wish to simply be removed from all marketing and newsletter communications please email us at enquiries@casacapella.com with “Remove” in the Subject Line.

Privacy Policy Updates

We reserve our right to make any changes and updates to this privacy policy without giving you notice as and when we need to. Our most up to date privacy policy is available on request and is published on our website at <https://casacapella.com/privacy.pdf>

Contacting us

You can reach us by email: enquiries@casacapella.com telephone: 01225 421323, or by post to Nic & Charlotte Eager, Tongaat, Beechen Cliff Road, Bath BA2 4QR, United Kingdom.