



Privacy Policy

1. Introduction

Pond Cottage is committed to safeguarding the privacy of our website visitors and guests.

This policy explains how we act as a data controller in respect of personal data of visitors, booking customers and guests.

We use cookies on our website. Where cookies are not strictly necessary, we request your consent when you first visit.

“We”, “us”, “our”: Pond Cottage, Breadstone, Berkeley, Glos GL13 9HG.

2. How we use your personal data

We may process:

1. Usage data (analytics: IP address, browser type, visit times, etc.);
2. Booking/contract data (name, address, email, telephone number, payment or booking information);
3. Guest register data (name, nationality; for non-UK guests, passport/ID number and next destination if required by law);
4. Correspondence data (enquiries, email or message history);
5. Marketing preferences (only if you consent).

Usage data is processed under our “legitimate interests” — to monitor and improve the website.

Booking and guest data are processed for:

- performance of contract (your booking),
- compliance with legal obligations (guest-register laws),
- legitimate interests (business administration, security).

Customer-relationship or correspondence data is processed under legitimate interests.

We may also process data where necessary for legal claims, insurance or vital interests. Marketing communications will only be sent with your explicit consent.

3. Providing your personal data to others

We may share data with:

1. Payment processors (for booking payments);
2. Insurers or legal / professional advisers (if needed);
3. IT, hosting or website-service providers (under contract).

We do not sell or rent personal data.

We may disclose data if required by law (e.g. authorities) or to protect vital interests.

4. Retaining and deleting personal data

We keep data only as long as necessary. Retention periods (subject to periodic review):

1. Guest-register data: 12 months (to comply with accommodation laws);
2. Booking, invoice and payment records: 6 years (for accounting/tax purposes);
3. Correspondence: up to 2 years (unless needed longer for legal claims);
4. Marketing preferences: until you withdraw consent;
5. Website-analytics data: 14–26 months (depending on provider settings).

We may retain data longer if needed for legal obligations or legitimate business interests.

5. Amendments

We may update this policy by publishing a new version on our website; we recommend you check the policy occasionally.

6. Your rights (under UK data-protection law)

You have the right to:

1. access your personal data;
2. have inaccurate data corrected;
3. have data erased (subject to certain conditions);
4. restrict processing;
5. object to processing (if lawful basis is “legitimate interests”);
6. data portability (if processing is by automated means based on consent or contract);
7. withdraw consent;
8. lodge a complaint with the UK Data Protection Supervisory Authority (the Information Commissioner’s Office, ICO).

To exercise any right, contact us using details below.

7. Cookies

We use:

1. essential cookies (do not require consent), for website functionality;

2. optional analytics / preference cookies (require your consent).

Cookies are small files stored on your device to enable site features or collect analytics data.

8. Cookies used by service providers

We may use third-party services (for example analytics, booking systems) that set their own cookies — these are used only if you consent.

Example: Google Analytics. For more information see <https://policies.google.com/privacy>

9. Managing cookies

You can manage or delete cookies via your web browser settings.

Blocking cookies may impair website functionality.

10. International transfers

Where we rely on service providers outside the UK to process data, we will put in place appropriate safeguards such as International Data-Transfer Agreements or rely on adequacy arrangements.

11. Our details

Owner: Pond Cottage

Address: Breadstone, near Berkeley, Gloucestershire GL13 9HG

Contact:

1. by post: address above
2. via website contact form
3. telephone: as published on our website
4. email: as published on our website

12. Data Protection Contact

Name: Nicky Fussell

Contact: as above