

## **Privacy & Cookies**

Your privacy is of the utmost importance, we are therefore committed to safeguarding your personal information. We are also legally obliged to use your information in line with current legislation covering the protection of personal information, including the Data Protection Act 1998.

### **Who are we?**

This site is owned and operated by the owners of Bretherdale Hall, Bretherdale, Penrith, Cumbria, CA10 3TE

### **What information we collect?**

We collect personal identifiable information such as names, addresses, email addresses, payment details and telephone numbers.

### **How we collect information?**

We collect information in three ways:

1. Information you give us

You may provide us with information by completing forms on our website or by contacting us via email, telephone or other means, such as when making enquiries or bookings.

2. Information we collect from you

Like most websites, when you visit our website(s) we also collect information about usage via cookies, and we also track user and traffic patterns; however, we do not collect personal information via cookies. More information on our use of cookies is detailed below in Cookies.

### **How we use information?**

We use information about you to process and manage your holiday booking/reservation.

Finally we use cookies to better tailor your user experience and personalise your repeat visits to our website.

### **How we safeguard information?**

We take reasonable endeavours to protect personal identifiable information.

### **Who we share information with?**

We do not share information about individuals with any other third parties, other than those providing services to us, unless we are required or allowed to do so by law.

## How you can access or correct your information?

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of the information we hold, please write to us at [\[insert website address\]](#)

## Other Websites

This privacy policy only applies to this website. If you follow links to other websites you will be subject to their privacy policies.

## Changes to our privacy policy

We monitor and review our privacy policy regularly and will publish any updates on this webpage. The privacy policy was last updated in March 2018.

## Cookies

This section documents how this website might collect information as you browse and use it to provide a tailored service to improve your online experience.

A text file called a "cookie" may be placed in the browser files of your computer. The cookie itself does not contain personal information, although it will enable us to relate your use of this site to information that you have specifically and knowingly provided. The only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other sites. We use cookies to track user traffic patterns.

You do not need to have cookies turned on to use this site. You can set your browser not to accept cookies, but not all features of the site may operate as a result.

## Cookies for site functionality and tracking

### *[Inspectlet*

*This is a behavioral observation tool to allow us to effectively configure our websites to perform most effectively, by monitoring the user journey.*

*Inspectlet censors all data marked as sensitive, therefore data entered by the user is not transmitted or recorded to our servers.*

*For further information on the cookies used by Inspectlet, please visit <https://www.inspectlet.com/legal#privacy>*

### **Google Analytics**

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from, and the pages they visited.

For information on the cookies used by Google Analytics, please visit <https://support.google.com/analytics/answer/6004245>

## **Your consent**

By using this site, you consent to the collection and use of your personal information by us. If we decide to change the privacy policy, we will post those changes on this page so that you are always aware of what information is collected, how it is used, and under what circumstances it may be disclosed.