

DOWNTON ESTATE LIMITED

DATA PRIVACY NOTICE

Privacy Notice

The Privacy Notice explains when and why personal information is collected in accordance with General Data Protection Regulations (GDPR). Downton Estate Limited in this Notice refers to “we”, “us” or “our”.

Who are we?

Downton Estate Limited is a limited company, (company number 2069801), whose registered office is at 26-28 Bedford Row, London, WC1R 4HE. Downton Estate Limited operates two websites being www.downtonestate.com and www.downtonshoot.com and holds an Instagram account www.instagram.com/downtonestate For Wassell Barn Holiday Let, Rural Retreats is our online booking system for holiday let bookings and their Privacy Policy can be located on their website.

Personal Information

We may collect, store and use the following personal data about you:-

Title

Name – (personal and/or business)

Address

Telephone Numbers

Email Address

How your Personal Data is collected

The information is collect by the following means:-

- a) Through email and postal correspondence with Downton Estate Limited
- b) Through contact via telephone
- c) In person via consent

Using your Personal Data

We will use your information to:-

- a) administer and develop our relationship with you, provide services and respond to your queries
- b) we may send you correspondences about promotional data using the email or postal address which you have provided
- c) we will respond to your queries and investigate your concerns via email, phone and/or post. If you do not wish to be contacted by Downton Estates Limited by any particular means, please contact us to change your preferences.

How to keep us updated with any changes to your information

We would like you to keep us updated if the Personal Data we hold on you is inaccurate or incomplete.

All requests to update your Personal Data must be provided in writing to Downton Estate Limited.

Sharing Personal Data

Your Personal Data will not be shared with any third party without your consent. We may disclose Personal Data if requested by law, for example, to law enforcement or other authorities. We may also disclose your Personal Data if the disclosure is necessary for the prevention, detection or prosecution of criminal acts or to prevent other damage, or in response to a legal action or to enforce our rights and claims.

Storing and Protecting Personal Data

We are committed to safeguard your personal information. There are strategic, physical and electronic procedures in place to ensure your data remains secure in the Office and online.

How long we keep your Personal Data

We will keep your Personal Data for purposes outlined in this Policy until, either, we become aware it is no longer valid, or you ask us to delete it.

Use of Cookies

Cookies are used on the websites to manage the operation and performance of our sites. Cookies are small data files which are placed on your computer's hard drive to record how you use a website. The Cookies cannot be used to identify you personally, but help make the websites work efficiently. Your browser may give you the ability to control Cookies, but this varies from browser to browser.

To learn more about Cookies, see www.allaboutcookies.org

Please note that links displayed on our websites may also use Cookies over which we have no control.

Your Rights

Unless subject to an exemption under GDPR, you have the following rights with respect to your Personal Data:-

- 1) to request a copy of your Personal Data information we hold about you
- 2) correction of the Personal Data information, if it is found to be inaccurate or out of date
- 3) the right to request your Personal Data is deleted so it is erased from our records
- 4) the right to withdraw your consent to the process of your Personal Data including profiling
- 5) have the Personal Data we hold about you transferred to another organisation

We may need to request special information from you to help us to confirm your identity and ensure your right to access information (or exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any persons who has not right to receive it.

There will be no fee payable to access your personal information (or to exercise any other rights). However, we may charge a reasonable fee if your request for access is clearly founded and excessive. Alternatively, we may refuse to comply with the request in such circumstances.

Enquiries and Complaints

If there are any queries arising from the Privacy Notice, or if you are unhappy with the handling of your Personal Data, please inform us in writing.

All complaints will be acknowledged and we will endeavour to investigate the complaint in a reasonable time frame.

All enquiries / complaints should be sent to:

Downton Estate Ltd
Pools Farm
Downton-on-the-Rock
Ludlow
Shropshire
SY8 2HU

Email – office@downtonestates.co.uk

Tel: 01531 636321

To lodge a complaint with the Information Commissioner's Office (ICO) if you are concerned with how we are handling your Personal Data, please use the following contact details:-

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 or 01625 545745

Website: www.ico.gov.uk

Changes to this Privacy Notice

Downton Estate Limited has the right to review and change the contents of this Policy at any time without any prior notice