

# **NORTHLIGHT APARTMENTS**

## **PRIVACY NOTICE**

### **WHO WE ARE**

Northlight Apartments is a family run business which offers a choice of two high-end furnished holiday let apartments in the centre of Kirkwall: The Loom; The Lookout.

### **HOW WE HAVE YOUR PERSONAL DATA AND WHY WE PROCESS IT**

When you make a booking to stay with us, the information you provide by email, telephone or via our third-party booking system, Freetobook, is used by us to record the details of your stay, ie, guest names, number of guests, email address, postal address, mobile number and special requests.

From the information you provide, we shall generate an invoice and email it to you. If you would rather receive your invoice by post, please let us know.

As a matter of courtesy, we shall contact guests by email in advance of their arrival date to arrange a time to meet and show them around the apartment.

While we provide our bank account details for guests to settle the cost of their stay, at no point shall we request details of your bank account. The dates on which we receive settlement from guests form part of our accounting records. To adhere to HMRC guidelines, we retain our accounting records for up to 7 years from the date of generating your invoice.

We shall not use your personal data for the purposes of marketing, nor shall we share your data with any third party.

### **ASSURANCE THAT YOUR PERSONAL DATA IS HELD SECURELY**

Personal data and documentation regarding your booking are held securely in a password protected file on a computer.

Access to personal data is limited to 4 individuals. The majority of personal information of guests is predominantly handled by the nominated partner.

### **THE RIGHTS OF OUR GUESTS**

To protect the information you have provided, we are legally obliged to:

- only collect information that we need to facilitate your booking;
- keep it secure;
- ensure it is relevant and up to date;
- only hold as much data as is necessary and only for as long as needed;
- allow you to see the information we hold about you on request.