



## [The Hiveaway Privacy Policy](#)

At The Hiveaway we are committed to safeguarding and preserving the privacy of our visitors.

This Policy explains what happens to any personal data that you provide to us, or that we collect from you when you use this website. We do update this Policy from time to time, the latest version is published on this page so please review this Policy regularly. If you have any questions regarding this policy please email [hello@thehiveaway.co.uk](mailto:hello@thehiveaway.co.uk)

### Information We Collect

In running and maintaining our website we may collect and process the following data about you:

- Information about your use of our website including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.
- Information that you voluntarily provide by filling in forms on our Website. For example, when you register for information, or make a purchase, or contact us via the contact us page.
- Information provided to us when you communicate with us by any means.

### Use of Cookies

Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website. We may gather information about your general internet use by using the cookie. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally. It is statistical data. This statistical data does not identify any personal details whatsoever.

You can adjust the settings on your computer to decline any cookies if you wish. This can be done by activating the setting on your browser which enables you to decline the cookies.

Any advertising featured on this Website may also incorporate cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our Website.

### Use of Your Information

We use the information that we collect from you to provide our services to you. In addition to this we may use the information for the following purposes:

- To provide information to you that you request from us relating to our products or services.
- To provide information to you relating to other products that may be of interest to you. Such additional information will only be provided where you have consented to receive such information.
- To inform you of any changes to our website, services or goods and products.

If you have previously purchased goods or services from us we may provide to you details of similar goods or services, or other goods and services, that you may be interested in.

### Storing Your Personal Data

We will take all reasonable steps to make sure that your data is treated securely and in agreement with this privacy policy. Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically. Sending such information is entirely at your own risk.

We are committed to ensuring that your personal information is secure. We have both physical and electronic security measures in place to safeguard your details and comply with General Data Protection Regulations 2018. We will never pass on your personal information to third parties unless we have your permission or are required by law to do so.

#### Third party booking websites

We accept bookings through 3rd party websites, namely Canopy and Stars. This means your personal information will be held on record with them. Each have their own Privacy Policy on their websites.

#### Social Media Platforms

Direct contact via our social media platforms including Facebook, Instagram and Pinterest, will result in these platforms storing your message and information.

#### Disclosing Your Information

We will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances such as if we sell any or all of our business to the buyer. Where we are legally required by law to disclose your personal information we will do so.

#### Access to Information

Under the General Data Protection Act 2018, you may request details of personal information which we hold about you. If you would like a copy of the information we have, please write to the email address below. Please be aware we may ask you to complete a request form to ensure you are who you say you are and understand exactly what information you need.

#### Personal Marketing Preferences

If you wish to change your mind having previously given permission to use your details for direct marketing purposes then simply let us know. We always have an opt out link on the marketing or newsletters we send.

#### CCTV & Telephony Data

To ensure the smooth and safe running of The Hiveaway, certain areas are fitted with CCTV cameras. This is intended to help us maintain guest safety and for crime prevention purposes. CCTV cameras are visible in the designated areas with clearly marked signage. Our CCTV system may capture vehicle number plates, but this information is only retained in a secure location for 28 days before being overwritten. Where necessary any CCTV footage may be shared with the authorities for law enforcement purposes and any footage or images may be used to exercise and defend our legal rights.

Telephone calls to The Hiveaway not recorded for training or monitoring purposes. Any voice mail messages left are deleted.

#### Contacting Us

Please do not hesitate to contact us regarding any matter relating to this Privacy Policy at [hello@thehiveaway.co.uk](mailto:hello@thehiveaway.co.uk) or if you would prefer to write to us then our contact address is: The Hiveaway, Llain, Penrhiwllan, Llandysul, Ceredigion, SA44 5NJ.