

## **Privacy policy**

("Pentrehobyn Estate" or "we" or "us") takes data privacy seriously. This Privacy Policy describes how Pentrehobyn Estate as controller within the meaning of the General Data Protection Regulation ("GDPR") and the ePrivacy Regulation ("ePrivacy Regulation") collects and processes the personal data and other information of the users. Please read this privacy policy carefully.

### **1. Categories of personal data and processing purposes**

#### **Tenancies**

If you become a tenant of Pentrehobyn Estate, you will be asked to provide personal data about yourself, for example: Name, postal address, email address, invoicing address, phone number, National Insurance number, photo ID and the consent to be contacted by the Estate Office. Pentrehobyn Estate processes such personal data for purposes of providing our services to you, in relation to your tenancy.

#### **Holiday rentals/ weddings**

If you choose to book a holiday stay or wedding at Pentrehobyn Estate, you will be asked to provide personal data about yourself, for example: Name, postal address, email address, invoicing address, phone number and the consent to be contacted by the Estate Office. In the event of a refund on a security deposit, you will also be asked for your bank account details for the payment to be processed too. Pentrehobyn Estate processes such personal data for purposes carrying out the contractual relationship and for providing our services to you, in relation to your booking.

#### **Website enquiries**

If you contact us via our website, Pentrehobyn collects and processes the following personal data about you: Your name, phone number and email address. Pentrehobyn Estate processes such personal data for purposes of carrying out the contact with you to answer your enquiry.

### **2. Third Parties**

#### **Data storage and transfer to service providers**

We store your data as securely as is practical, respecting your privacy. It is stored in a few locations; our office, on our secure server and with our appointed third parties. We do all that we can to secure your privacy.

Pentrehobyn may engage external service providers, who act as a data processor of Pentrehobyn Estate, to provide certain services to Pentrehobyn Estate, such as website service providers, Cloud storage providers, referencing providers, deposit holding providers or IT support service providers. When providing such services, the external service providers may have access to and/or may process your personal data.

We request those external service providers to implement and apply security safeguards to ensure the privacy and security of your personal data.

Information however can be accessed and used in ways which the company cannot foresee. We do take appropriate steps to protect the security of your personal data as required under our obligations under GDPR. However, you need to accept that information that you submit is to that extent at your own risk and no data transferred over the internet is 100% secure.

### **Other recipients**

Pentrehobyn Estate may transfer - in compliance with applicable data protection law - personal data to law enforcement agencies, governmental authorities, legal counsel, external consultants, or business partners. In case of a corporate merger or acquisition, personal data may be transferred to the third parties being involved in the merger or acquisition.

### **3. Legal basis for the processing**

We may carry out the processing of your personal data on the following legal basis:

You have given your consent to the processing of your data for one or more specific purposes;

The processing is necessary for the performance of a contract to which you are a party or to take steps at your request prior to entering a contract;

The processing is necessary for compliance with a legal obligation to which we are subject to;

The processing is necessary to protect your vital interests of you or of another natural person;

The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us;

The processing is necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of you which require protection of personal data, in particular if you are a child;

Other applicable legal basis for data processing, especially provisions set out by member state law;

We may carry out the processing of your sensitive personal data on the following legal basis:

You have given your explicit consent to the processing of your sensitive personal data for one or more specific purposes;

The processing is necessary for the purposes of carrying out the obligations and exercising specific rights of Pentrehobyn Estate or of the data subject in the field of employment and social security and social protection law;

The processing relates to personal data which are manifestly made public by the data subject;

The processing is necessary for the establishment, exercise or defense of legal claims or whenever courts are acting in their judicial capacity;

The provision of your personal data is required by a statutory or contractual obligation, or necessary to enter into a contract with us or to receive our services/products as requested by you, or simply voluntary for you.

Not providing your personal data may result in disadvantages for you, e.g. you may not be able to receive certain products and services. However, unless otherwise specified, not providing your personal data will not result in legal consequences for you.

#### **4. What rights do you have and how can you assert your rights?**

If you have declared your consent regarding certain collecting, processing and use of your personal data, you can revoke this consent at any time with future effect. Further, you can object to the use of your personal data for the purposes of marketing without incurring any costs.

You have the right to ask us to provide any personal data that we hold about you, edit the data and ask us to delete the data at any time and without incurring any costs.

To exercise your rights please contact us as stated under Sec. 7 (Contact us) below.

#### **5. Cookies and other tracking technologies**

We do not currently employ the use of cookies but may do so in the future, by using google analytics. This will allow us to collect data on the number of visitors to the website and see what areas of the site are used the most. This should help us improve our website and also help us with our marketing strategy. If you want to exclude yourself from being monitored by analytics, the simplest way is to use private browsing.

#### **6. How long do we keep your Personal Data?**

Your personal data will be retained as long as necessary to provide you with the services and products requested. Once our relationship has come to an end, we will either delete/shred your personal data or anonymise your personal data, unless statutory retention requirements apply (such as for taxation purposes). We may retain your contact details and interests in our products or services for a long period of time if Pentrehobyn Estate is allowed to send you marketing materials. Also, we may be required by applicable law to retain certain of your personal data for a period of 10 years after the relevant taxation year. We may also retain your personal data after the termination of the contractual relationship if your personal data are necessary to comply with other applicable laws or if we need your personal data to establish, exercise or defend a legal claim, on a need to know basis only. To the extent possible, we will restrict the processing of your personal data for such limited purposes after the termination of the contractual relationship.

#### **7. Contact us**

If you have concerns or questions regarding this Privacy Policy, please contact us:

Pentrehobyn Estate,  
Old Wrexham Road,  
Mold  
Flintshire  
CH7 4HE

Tel: 01352 752443

email: [offices@pentrehobyn.co.uk](mailto:offices@pentrehobyn.co.uk)