

Bwch yn Uchaf Privacy Policy

Bwch yn Uchaf is committed to maintaining the confidence of our visitors and guests when it comes to the storage and use of their personal data. We will store your personal data for creating and maintaining bookings and, should you wish, to send a few marketing e-mails per year. We will never sell, rent or trade our customers' details to third parties.

How we collect information:

When you make a booking with us (whether by telephone, e-mail, in person or online) we will collect personal data like name, address, e-mail and telephone number, in order that we can process your booking.

We store your data so that we can contact you about your booking should we need to, for example sending directions before your stay. At any time, you wish to be removed from our data storage system, please contact us and we will remove your details immediately.

If you choose to receive marketing communication from us, we will also keep your e-mail address to send you approximately 4-5 marketing e-mails per year. You may opt out of this at any time by contacting us.

We use a third-party provider (Mailchimp) to create and process our marketing newsletters. Should you opt to receive marketing e-mails from us, then your personal data (e-mail address and name) will be stored on our Mailchimp account in order that we can send you such e-mails.

CCTV

We do have 2 CCTV on our site: 1st camera faces the entrance to the B&B and shows part of the road 2nd: Shows the entrance of the site, toilet block and pitch A-C. Our CCTV can only be viewed by the staff of the site and will hold recordings 16 days.

How we store your information

We use an external booking system owned and operated by Bedful for camping and Booking.com for B&B. All data within this system is stored on servers located in a secure data centre

We rarely hold printed/written copies of personal data but should we do so then they are stored securely in our on-site office, which is accessible only to members of staff and locked when not in use.

Cookies

Our website uses, which are small data files, on your computer or handheld device. This is standard practice for most websites.

Cookies are essential for helping us deliver a high-quality website for our customers, and some collect information about browsing and buying behaviour.

By using and browsing our website, you consent to cookies being used in accordance with our policy. If you do not consent, you must disable cookies or refrain from using the site.

Disclosure

We may disclose your personal information if we are required by law to do so, or if you violate our terms and conditions.

E-Commerce and Payment information

Bwch yn Uchaf and www.bwch-yn-uchaf.co.uk do not store any of your payment data internally. All payment transactions are hosted via a secure third party gateway called WorldPay and Stripe.

Any data you provide to make a payment to us is stored securely through WorldPay payment's data storage applications. For more information, please contact WorldPay or Stripe.

Controlling your data

You are entitled to view, amend or delete the personal information that we hold about you. E-mail your request to post@bwch-yn-uchaf.co.uk or 01678 540 983