



## WAYSTONE COLLECTIVE PRIVACY POLICY

### Holiday Let Management

Penrith • Keswick • Ullswater • Surrounding Lake District

Waystone Collective Ltd. respects your privacy. This policy explains how we use personal information when you visit our website or send us an enquiry.

## Who we are

Waystone Collective provides holiday-let management services. We are responsible for the personal information submitted through this website.

You can contact us about privacy at [hello@waystonecollective.co.uk](mailto:hello@waystonecollective.co.uk)

## Information we collect

When you submit our enquiry form, we collect the information you enter, such as your name, email address, telephone number, property details and message. We also keep any correspondence that follows your enquiry.

Our website is hosted by Wix, which may process technical information needed to operate and secure the site. See the **Cookies** section below for information about cookies and similar technologies.

## How we use your information

We use your information to read and respond to your enquiry, discuss the services you have asked about, and keep a record of our correspondence. Our lawful basis is our legitimate interest in responding to enquiries and running our business. If you ask us to take steps towards a contract with you, we may also use your information for that purpose.

Submitting an enquiry does not subscribe you to marketing emails.

## Who we share information with

We use Wix to host our website and receive form submissions. We may also use Google, our email provider, to respond to you. These providers may process information on our behalf. We do not sell your personal information.

Some service providers may process information outside the UK. Where this happens, we use appropriate safeguards required by UK data protection law.

## How long we keep it

We keep enquiries and related correspondence for 12 months after our last contact, unless we need to retain them longer for a legal reason or because you become a client. If you become a client, we will provide information about how we use and retain client and guest information as part of that service.

## Your rights

You can ask to access or correct your personal information. Depending on the circumstances, you may also ask us to delete it, restrict its use, or object to how we use it.

Contact us at [hello@waystonecollective.co.uk](mailto:hello@waystonecollective.co.uk) to make a request.

If you are unhappy with our response, you can complain to the Information Commissioner's Office at [ico.org.uk](https://ico.org.uk)

## Cookies

Our website uses essential Wix cookies and similar technologies to operate and secure the site. These do not require your consent.

We also use Wix Analytics to understand how visitors use our website and improve it. Analytics cookies and similar technologies will only be used if you choose to accept them through our cookie banner. You can decline them and still use the website. You can change your choice later using the cookie preferences control on our site.

## Changes to this policy

We may update this policy if our website or services change. The latest version will always appear on this page.