



TILLOW BARN
HEALTH & WELLBEING

Tillow Barn, Roothill Lane, Brockham, Betchworth, RH3 7AS

Privacy Policy for Room Hire

When you supply your personal details to us, they are stored and processed for 3 reasons (the bits in bold are the relevant terms used in the Data Protection Act 2018, which includes the General Data Protection Regulation):

1. We need to collect personal information in order to keep in touch with you. Your request to rent a room and our agreement to provide that room constitutes a **'contract'**.
2. We have a **'legitimate interest'** in collecting that information, because without it we couldn't keep you informed about room availability etc.
3. Provided we have your **'consent'**, we may occasionally send you general information about Tillow Barn Health, in the form of news about changes to locking up policy, room layouts, pricing structure, etc. You may withdraw this consent at any time, for example if you decide no longer rent rooms here – just let us know by any convenient method.

Your Information

Your details are stored in two ways:

- Electronically ("in the cloud") using a provider who has given us their assurances that they are fully compliant with the General Data Protection Regulations. Access to this data is password protected, and the passwords are changed regularly.
- On our office computer. This is password-protected, backed up regularly, and the office is locked whenever the premises are unattended.

Who has access to your data

We will never share your data with anyone who does not need access. Only the following people/agencies will have routine access to your data:

- Anne Finch-James, who is the Data Controller of the information that you provide to us
- The organisation that administer our online booking service – Skedda – who have given us their assurance that they are fully compliant with the General Data Protection Regulations
- Other administrative staff, such as our bookkeeper and accountant

You have the right to see what personal data of yours we hold, and you can also ask us to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask us to erase your records.

In order to protect our insurance interests, we have a **'legal obligation'** to retain your records for 3 years after your most recent room booking.

If you feel that we are mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to the **'Data Controller'**. Here are the details you need for that:

Data Controller: Anne Finch-James

Email: info@tillowbarnhealth.co.uk

Tel: 01737 844659

Address: Tillow Barn Health & Wellbeing
Roothill Lane, Betchworth
Surrey RH3 7AS

If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner's Office.