

# Privacy Policy

## Longhouse Wedding Accomodation

### Privacy Policy

Last updated: 28/08/2025

This Privacy Policy explains how The Longhouse (“we”, “our”, or “us”) collects, uses, and protects your personal data when you use our website or book accommodation with us. We are committed to respecting and protecting your privacy in accordance with the UK GDPR and Data Protection Act 2018.

#### 1. Information We Collect

When you make an enquiry, booking, or contact us, we may collect the following information:

- Name
- Contact details (email address, phone number, postal address)
- Booking details (dates of stay, number of guests, special requests)
- Payment information (processed securely through third-party payment providers – we do not store card details)

#### 2. How We Use Your Information

We use your information only for:

- Processing and managing bookings
- Communicating with you about your booking or enquiry
- Meeting our legal and financial obligations (e.g., record keeping, accounting, tax)

We do not sell or share your personal data with third parties for marketing purposes.

#### 3. Legal Basis for Processing

We process your personal data under the following legal grounds:

- Contract – to provide you with the accommodation you have booked
- Legal obligation – for tax, financial, and regulatory purposes

#### 4. How We Store and Protect Your Data

Your personal data is stored securely and only accessible by authorised personnel. We implement technical and organisational measures to protect your information against loss, misuse, or unauthorised access.

#### 5. How Long We Keep Your Data

We keep your personal data only for as long as necessary:

- Booking and contact information – up to 7 years (for legal and tax purposes)

#### 6. Your Rights

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of any inaccurate data
- Request deletion of your data (where applicable)
- Restrict or object to processing in certain circumstances
- Withdraw consent for marketing communications at any time

**To exercise your rights, please contact us at:**

info@longhousesussex.co.uk

#### 7. Cookies

Our website may use cookies to improve your browsing experience. You can manage or disable cookies through your browser settings.

#### 8. Contact Us

**If you have any questions about this Privacy Policy or how we handle your data, please contact:**

The Longhouse

info@longhousesussex.co.uk

If you are not satisfied with how we handle your data, you have the right to lodge a complaint with the Information Commissioner’s Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).