

## Privacy and Cookies Policy

The Site allows you to access and browse information supplied by cottage owners, request brochures, and request bookings (in respect of the purchase of accommodation) with the cottage owners.

Your correspondence, contracts and/or dealings with the cottage owners or other persons found on or through the Service or Site is solely between you and that cottage owner or other person. You agree that Premier Cottages Ltd is not responsible or liable for any loss or damage incurred as a result of such correspondence, contract or dealings or as a result of the presence of the cottage owner's business or other person on the Service or Site.

**Before booking any accommodation featured on this site you should reconfirm with the property's owner details of all the facilities and services to be provided.**

**The 'Quality Star Grading' for each cottage is that awarded by the property's national tourist board.** To be able to be a member of Premier Cottages, all of the properties in the collection are required to have a valid grading of 4\* or above from their relevant national tourist board (VisitEngland, VisitWales, VisitScotland or VisitIreland) at the membership qualifying date. Existing Premier members with new cottages not yet inspected, are shown as 'Awaiting Grading'. For more details [click here](#).

The Service is provided 'as is' and 'as available' and you expressly agree that your use of the Service is at your own risk. Premier Cottages Ltd makes no warranties (implied or express) of any kind as to the Service whether as to fitness for a particular purpose, merchantability, non-infringement or otherwise. You agree that if you download or obtain any content of the Site you do so at your own risk and you are solely responsible for any damage or loss of data that arises as a result. Premier Cottages Ltd is not responsible and excludes liability for the content of any web sites linked to the Service.

Premier Cottages Ltd makes no warranty that (i) the Service will meet your requirements, (ii) the Service will be uninterrupted, timely, secure or error-free, (iii) the results that may be obtained from your use of the Service will be accurate or reliable, (iv) the quality of any products, services, information or other material purchased or obtained by you through the Service will meet your expectations, (v) any errors in the Software will be corrected and (vi) the Site is virus free or the Site contains anything which may have destructive properties.

The views expressed by third parties placing material on these pages are not representative of the views of Premier Cottages Ltd. Premier Cottages Ltd cannot monitor the content produced by such third parties and will not review all third party material which is published on the Site. Premier Cottages Ltd accepts no liability whatsoever in relation to the content of third party material placed on the Site.

### Privacy Policy:

Premier Cottages Ltd respect and wish to protect the privacy of the users of its services and the services of its advertisers. This document sets out the details of our privacy policy in relation to information collected on our web.

This document lets you know: -

- When we collect information from you when you use these Sites,
- Who exactly collects that information,
- How that information is used and by whom,
- Your rights in relation to this information,
- How this policy may change and how we will notify you of any changes, and
- How to contact us if you have any queries about this policy.

If you have any comments on our privacy policy as set out in this document, please contact us using the following email address: [admin@premiercottages.co.uk](mailto:admin@premiercottages.co.uk)

### **When and how do we collect data from you?**

We collect data from you:-

- when you order Premier Cottages brochures from these Sites
- when you create and submit an email to be sent to a specific property owner
- via data capture devices using cookies and studying which pages you have visited most frequently.

### **What data is collected?**

The data we collect may be personal data and may include your name, postal address and e-mail address (where you have submitted this information).

### **Cookies and System Logging:**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them below:

To enable online bookings we use cookies provided by Supercontrol.

To enable us to monitor the usage of our website and the success of our marketing, we use **Google Analytics**, which uses a variety of cookies. These are used to track visitors and collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

If you would like to see a full up-to-date list of all cookies used by our website, you can use the following cookie-checking website <https://cookiepedia.co.uk> (other cookie-checking websites are available).

On Cookiepedia, you may notice that some cookies are listed on their website as 'unknown'. These are predominantly "Session Cookies", which are bespoke to the Premier Cottages website. These cookies retain information from one page to the next during one web session (for example, the requirements you have entered into the search, such as your start date, the number of nights, whether you specified a dog-friendly cottage, etc, so they are retained on subsequent web pages).

Please note that third parties (including, for example, external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

### **Managing Cookies**

If you do not wish to accept cookies on to your device, you can do so by adjusting the settings on your browser. [AboutCookies.org](http://AboutCookies.org) provides a guide to how you can do this on the most commonly used browsers, or you can visit the following webpages:

- [Google Chrome](#)
- [Microsoft Internet Explorer](#)
- [Mozilla Firefox](#)

### **Who collects the information?**

Premier Cottages Ltd collects the information and we hold valid notifications under the Data Protection Act 1998, and the General Data Protection Regulation (GDPR), which applies from 25 May 2018".

Any personally identifiable information that is required to use the Site is owned solely by us. We do not share, sell or rent your information to any other person, company or organisation in any way

other than as disclosed in this document or as stated at the point where the information is collected. You should, however, note that if you request a brochure through these Sites your details will be forwarded to a brochure distribution company so that they can despatch the brochure to you. [Your details will only be used by that organisation for the purposes of sending the brochure to you.] Also, if you create and submit an email for transmission to a property owner your email address will be stored and may be used by Premier Cottages Ltd for the purpose of marketing our cottages if you have ticked to indicate your consent, but that the message content of the email will not be stored or used by Premier Cottages Ltd.

**Consent:**

By disclosing personal information to us you consent to the collection, storage and processing of information in the manner described in this Policy.

**How is the information used and by whom?**

From time to time, we may also forward a newsletter to your email address or a brochure to your postal address. This would contain information on new features and services in relation to the Premier Cottages Sites. You have the right to 'opt-out' of your information being used for purposes not directly related to the Site. For further details of this right, please see 'Your Rights in Relation to this Information' below.

**What security measures do we have in place to protect this information?**

Our security procedures for storing and disclosing customer details conform with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR), which applies from 25 May 2018, so as to prevent unauthorised access to it. The Sites contain links to other web sites. We are not responsible for the privacy practices of the owners and operators of these sites. We therefore recommend you read the privacy statements and policies on each site to which you are asked to submit personal information.

**Your rights in relation to this information:**

If you decide that you no longer wish to receive newsletters, promotional and marketing emails or brochures from Premier Cottages Ltd, you should email [admin@premiercottages.co.uk](mailto:admin@premiercottages.co.uk) with instructions for us to delete your address data from our records.

**Policy change:**

Please note that we reserve the right to change this policy at any time in the future, with or without notice. Should we decide to change the policy, we will post notification of the changes on this page.

**Questions:**

If you have any questions about this document or our procedures, please contact us at [admin@premiercottages.co.uk](mailto:admin@premiercottages.co.uk)

**Privacy Policy Statement:**

If you request a brochure or use this site to send an email to a property owner, you become a "customer" and your details are used to respond to your request. If you tick the consent box, then the details supplied by you will be added to Premier Cottages Ltd's customer database and will be used for marketing purposes, solely by Premier Cottages (we never sell or pass on guest information to any third party). You always have the right to correct or remove your details and you can

unsubscribe at any time. All of our emails contain an Unsubscribe link at the bottom, which is the easiest and quickest way to remove yourself from our database. You can unsubscribe from the brochure at any time by using the "Unsubscribe from Brochure" link on our website footer. Alternatively, you can email us and give us the contact details you would like removed. To do this you can contact Premier Cottages by sending an email to [admin@premiercottages.co.uk](mailto:admin@premiercottages.co.uk)

Premier Cottages will not sell or pass on your details to other companies and will only disclose them to partners we engage to process data or provide mailing, marketing or research services on our behalf, or with property owners in the case of emails sent via the site to those property owners.

If you do not supply us with personal details by, for example, requesting a brochure or using the site to send an email to a property owner, you are using our site anonymously as a visitor. Premier Cottages Ltd is not interested in the identity of visitors to our site. However, Premier Cottages Ltd is interested in information that tells us about the use of our site, such as: how many visitors we get, from which countries the site visited, which pages are visited, and which are the busy times. We also keep up to date with the type of browser people use when visiting our site so we can change this site to meet the needs of visitors' hardware and software

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