

Privacy Policy

1. Who is responsible for managing my information?

The Mill Sussex and all websites and brochures operated and/or produced in relation to it are owned and maintained by The Mill Sussex ("we" or "us"). This is our Privacy Notice and it explains how we collect, use, share and protect your personal data.

We are responsible for the collection and proper management of any personal information you submit. We will keep your personal details secure and use the information you provide consistently with applicable privacy and data protection laws and the terms of this Privacy Policy.

2. What information do we collect?

If you choose to make a booking through us or make queries about a potential booking we will collect details that you provide in relation to that booking or query. Information held is likely to include your name, contact details, payment details, date of birth, information about people travelling with you, information about your booking and any additional information we may need to help meet your specific requirements.

3. How is information collected?

Information collected will be done via the website enquiry form ([www.https://www.themillsussex.com/](https://www.themillsussex.com/)), via email or over the phone.

4. Why do we collect your information and how will we contact you?

We will collect information for a number of purposes:

- to enable us to complete your booking;
- to send you information about your booking;
- to let you know of any last minute changes or enquiries re your booking; and
- to let you know of future special offers (you can choose not to receive this).

We may do this by phone, email, text, WhatsApp or postal mail using the information you have supplied on your booking form.

5. Where is your information stored?

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

6. Third parties

We will not share your information with any third parties

Any information collected via our website (For instance via our website enquiry form) is securely stored on our website platform provided by Wix (www.wix.com). Wix does not use any of this data itself and will not use it to contact you, or to share your information with third parties. For more information on Wix's privacy policy please see section 6 of <https://www.wix.com/about/privacy>.

7. Accessing, updating details or withdrawing consent

If you would like to change any of your preferences relating to the way in which we may use your information for direct marketing, then please send an email to ruth@georgefranc.co.uk.

If you would like us to stop using your data and to delete it from our records, you have the right to ask us to do so by emailing us at ruth@georgefranc.co.uk or by post to The Mill, Truslers Hill Lane, Albourne, Hassocks BN6 9DT

8. How long will we hold your information for?

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

9. Your rights

You have the right to ask us at any time:-

- to confirm whether we hold any of your personal data;
- to send you a copy of any personal data that we hold about you;
- to correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete;
- to delete (to the extent possible) any of your personal data, where we are required by law to do so;
- to stop processing your personal data, where we are required by law to do so;
- to let you have a portable copy of the personal data we hold about you, where we are required by law to do so;
- to stop processing any of your personal data that we process on the basis of our legitimate interests; and
- to stop sending you marketing material. However please note that we may continue to send you service related (i.e. non- marketing) communications, such as email updates

Where we have reached a decision that affects you by processing your personal data automatically then you have the right to speak to someone to discuss that decision.

We do not use your personal data for the purpose of profiling. Where we process your personal data on the basis that you have given us your consent to do so then you may contact us at any time to withdraw your consent

10. Does the notice apply to linked websites?

Our websites may contain links to other websites. This privacy notice only applies to this website so when you link to other websites you should read their own privacy policies.

11. How do we update this privacy notice?

We keep our privacy notice under regular review and we will place any updates on our webpage.

12. Who can I contact if I have queries about this privacy notice?

You can contact us directly if you have any questions about our privacy notice or information we hold about you.

Please email us at the address given below. ruth@georgefranc.co.uk Or call on: 07752959052
If you are dissatisfied with our handling of any complaint you also have the right to raise concerns with The UK Information Commissioner: <https://ico.org.uk>

Dated: May 2018