

Heyford Wharf Ltd. trading as Oxfordshire Narrowboats

Privacy Notice

Dated: April 2018

1. Who is responsible for managing my information?

Oxfordshire Narrowboats and all websites and brochures operated and/or produced in relation to it are owned and maintained by

Heyford Wharf Ltd.

Canal Wharf

Station Road

Lower Heyford

Oxfordshire

OX25 5PD

United Kingdom ("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 Notice.

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, information about your booking and any additional information we may need to help meet your specific requirements.

3. How do we use your information?

The information you provide may be used in a number of ways, for example:

- to enable us to complete your booking
- for statistical purposes when we evaluate our range of services;

- to manage customer service queries; and
- to help us to provide details or information you may have requested.

4. On what legal basis will we process your information?

We will always process your personal information on lawful grounds and in particular on the grounds set out below:

Performance of a Contract

If you make a booking through us we will use the details that you give to provide that booking to you. This information is likely to include your name, contact details, payment details, information about your booking and any additional information we may need to help meet your specific requirements.

If you do not provide us with the information set out in this paragraph, then we may not be able to provide the booking.

5. Who will you share my information with?

We do not share any of your personal data with any third parties.

6. How do you manage my information?

We will only transfer your information to service providers who help manage our systems, where we are satisfied that this is lawful and that adequate levels of protection are in place to protect the integrity and security of any information being processed and compliance with applicable privacy laws.

7. Updating Your Details?

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 bookings@oxfordshire-narrowboats.co.uk or contact us at Heyford Wharf Ltd, Canal Wharf, Station Road, Lower Heyford, Oxfordshire, OX25 5PD United Kingdom.

Alternatively, you can call on 01869 340348

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 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.

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.

If you wish to exercise any of these rights or wish to object to our use of your personal information, please write to us at the address given below.

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Canal Wharf

Station Road

Lower Heyford

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OX25 5PD

United Kingdom.

Or by email to: bookings@oxfordshire-narrowboats.co.uk

10. Does the notice apply to linked websites?

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

11. Do you monitor telephone calls?

We do not record any telephone calls you may have with members or our staff.

12. How do we update this privacy notice?

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

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

You can also contact us directly if you have any questions about our privacy notice or information we hold about you. Please write to us at the address given below.

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United Kingdom.

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Or call on: 01869 340348

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>