

Privacy Policy - Zephen Properties Limited

This policy covers:

- Who are Zephen Properties Limited?
- The information we collect
- How we store the information
- How we use the information
- Information we receive from third parties
- Information we share with third parties

Who are Zephen Properties Limited?

Zephen Properties Limited ('the Company') is a family-owned and run business incorporated in England and Wales under company number 4592490. The registered address is that of our accountants at Sterling House, 19-23 High Street, Kidlington, Oxfordshire OX5 2DH. Our business/trading address is Somerton Court Farm, Somerton, Somerset TA11 7HP. Correspondence should be sent to the business address. We can also be reached via email address bookings@zephen.com and telephone number +44 (0)1458 274767.

Zephen Properties Limited owns and operates a small number of self-catering holiday homes in England, Wales, Italy and South Africa. Property details can be found on our website (www.zephen.com).

What information we collect

If you are seeking to rent, or renting, holiday accommodation from the Company, during the course of our interactions with you (usually by telephone, email or via our website), we collect the minimum amount of information necessary to confirm and administer your booking, and manage our business relationship. This will normally be limited to your name, home address, email address, telephone number and bank account details. We will also retain details of correspondence between us, including emails, letters, invoices and the like.

If you are a supplier, we collect the minimum information necessary to manage our business relationship, which may include your role and name, your business name, postal address, email address, telephone number and bank account details. We will also retain details of correspondence between us, including emails, letters, invoices and the like.

Anonymised, aggregated data is available to the Company from third parties (ISPs and third-party advertising sites) relating to website statistics, including the number of site visitors and page views and the like.

We do not use cookies on our website (www.zephen.com).

How we store the information

Information is retained on private servers and personal computers owned by the Company, and within business email accounts, all password protected. Data will also be retained on the servers of service providers, including advertisers, ISPs (email accounts) and PayPal, in line with their own privacy policies.

Please note that it is not possible to guarantee the security of information shared over the internet, including by email. As such, if you have any concerns about sharing sensitive information with the Company, we recommend that you call us directly and provide the information over the phone.

How we use guest information

Guest information is used to manage and administer bookings, including taking payment and administering refunds (e.g. of deposits) and the like.

Whilst we may contact you in the future to make you aware of offers relating to our own properties, we will not share your details with third parties for the purposes of advertising their services and/or products to you.

Information we receive from third parties

We use the services of a number of third-parties to advertise our properties, let the properties and/or manage payments, in line with their usual business models. Such suppliers include the likes of Home Away, Simply Owners, Country Cottages Online, Sawday's, Powells Cottage Holidays and PayPal.

If you make use of these websites/services, they will share some of your information with the Company. Information received from them is generally limited to your name and contact details, which we may receive by telephone, email or via the secure owner areas of their websites, and used for the purposes of managing bookings and confirming payments. Where you provide bank account and/or bank/credit card details to third parties for the purposes of making payments, these details are not shared with the Company.

Data provided by guests to such third-parties is managed by those third parties in line with their standard business practices and data privacy policies, which are generally made available on their websites. On receipt of your information by the Company, that information is managed in line with the terms of the privacy policy described in this document.

Information we share with third parties

Contact details of guests and local service providers (tradesmen and the like), including name, telephone number and email address, will be shared with our local property managers, so they are able to manage guest stays and the properties. For guests, management of your stay will include contacting you in advance of and during your holiday, to ensure that everything runs smoothly.

If you made your booking directly with Zephen Properties Limited, our property managers will not use your personal information for marketing purposes, nor will they share it with third parties, other than as necessary to manage your stay.

Your bank details will be shared with our own bank, for the purposes of processing payments to you.

Enquiries

Enquiries relating to this policy should be directed to Zephen Properties Limited using the contact details provided at the beginning of this document.

Date policy created/reviewed:

April 2019