

Privacy Policy

Ness Castle Lodges Ltd is part of the Home Farms Group, which includes Ness Castle Lodges; the Royal Marine Hotel; the Royal Golf Hotel; and Links Apartments.

Ness Castle Lodges Limited, is a company registered in Scotland with company number SC133788, having its registered office at Oldtown of Leys Farm, Culduthel, Inverness, Inverness-shire, IV2 6AE.

Within the context of this policy 'we' refers to the Ness Castle Lodges Ltd.

We are dedicated to safeguarding and preserving your privacy. This privacy policy sets out how we use and protect any personal information that you give Home Farm Lodges Ltd when you use our products, services, or this website.

What information do we collect about you?

We may collect and process the following data about you:

- When you visit, enquire or order products or services on our website or direct with us, you may be asked to provide certain information about yourself including, but not limited to, your name, contact details, email address, and payment details.
- Personal data provided by you when you are using our services, such as, but not limited to, any special requirements when staying at one of our Lodges, providing customer feedback, entering prize draws, membership of our fishing syndicate.
- If you contact us, we may keep a record of that correspondence. If you send us personal information which identifies you via email, we may keep your email and email address, and we will only use these details for the purposes in which it was given, or consented to.
- Details of your visits to our website including, but not limited to, traffic data, location data, and the resources you access, and other data that is tracked through our website cookies.

How will we use the information about you?

Your data will only be used for the purposes indicated when you submit the data on our website or as detailed under this privacy policy.

We use personal information held about you in the following ways:

- To carry out our obligations arising from any contracts entered into between you and us to provide you with the information, products and services that you request from us.
- To compile information relating to your use of our products and services and, if you agree, make recommendations about goods and services and other areas that may interest you.
- To use the information collected from the website to personalise your repeat visits to the site.
- To provide you, or where you have provided consent, with information about Ness Castle Lodges, and the Home Farms Group, products or services which may be of interest you.

Marketing & your rights

Where you have consented, we may process your personal data for marketing purposes, such as, but not limited to, news, offers, important updates, and other benefits. We will never share your personal data with a third party without your prior consent to do so.

You have the right to ask us not to process your personal data for marketing purposes, therefore if you wish to change your mailing preferences or opt-out of specific marketing communications, you may follow the instructions on the relevant forms, or notify us using the contact details provided in this privacy policy.

Our website may contain links to other websites of interest. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

How long will the data be stored for?

We will retain your personal data for as long as is reasonably necessary for the purposes for which it was collected, as explained in this privacy policy. In some circumstances we may retain your data for longer periods of time, for instance where we are required to do so in accordance with legal, regulatory, tax or accounting requirements. In specific circumstances we may retain your data for longer periods of time so that we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your data or dealings.

We maintain a data retention notice which we apply to records in our care. Where your personal data is no longer required we will ensure it is securely deleted.

Access to your information and Accuracy

You have the right to access the information we hold about you. Any access request may be subject to a reasonable fee to meet our costs in providing you with details of the information we hold about you. If you would like a copy of some or all of your personal information, please contact us using the details provided in this privacy policy.

We take reasonable steps to create an accurate record of any personal data you have submitted. We want to ensure that your information is accurate and up to date. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Where we store your data

We take the security of the data we collect seriously. We have implemented and we maintain technical and organisational security measures, policies and procedures intended to reduce the risk of accidental destruction or loss, or the unauthorised disclosure or access to such information appropriate to the nature of the data concerned.

Cookies

Cookies allow web applications to respond to you as an individual. The web application can then tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You will be given the opportunity to accept or reject the use of cookies in a pop-up box when you first access our website. You may choose not to accept the 'cookies', however, this may prevent you from taking full advantage of the website.

Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page. By continuing to use our website you will be deemed to have accepted such changes.

How to contact us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

- Email: dataprotection@homefarms.co.uk
- Telephone: +44 (0)1463 236392