

## **Karibu Bed and Breakfast**

### Our Commitment to Your Privacy Summary

Your trust is important to us. So we want you to know we've updated our Privacy Notice to explain how we collect, store and handle your personal data.

#### **Why we collect your data**

We want to give you the best possible experience with Karibu Bed and Breakfast. The data we hold helps us with your booking.

#### **How we collect your data**

We do this when you provide information regarding your booking. We treat your data with the utmost care and take appropriate steps to protect it.

#### **When we'll share your data**

Please note we will never share data with third parties.

#### **Know your rights**

You have many rights regarding your personal data. There's nothing you need to do right now, but if you'd like to find out more please look at our Privacy Notice on our website at any time.

## **Karibu Bed and Breakfast**

### **Privacy Notice**

Karibu cares about your privacy. For this reason, we collect and use personal data only as it might be needed for us to deliver our services to you. Your personal data includes information such as:

Name

Mobile number

Email address

Other data collected that assists us with your booking

Our Privacy Notice is intended to describe to you how and what data we collect, and how and why we use your personal data. It also describes options we provide for you to update your personal data that we process.

If at any time you have questions about our practices or any of your rights described below, you may reach us by contacting us at [welcome@karibubandb.co.uk](mailto:welcome@karibubandb.co.uk). This inbox is actively monitored and managed so that we can deliver an experience that you can confidently trust.

#### **What information do we collect?**

We collect information so that we can provide the best possible experience when you book with Karibu. Much of what you likely consider personal data is collected directly from you when you make a booking with us. This information is held on a password protected laptop and/or in a locked cabinet. We only hold the information we require to ensure your booking with Karibu runs smoothly. This is full names of all guests, a mobile contact number and email.

#### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

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 can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website however.

#### Cookies used on our sites

Cookie - Universal Analytics (latest version)	What we use them for
_ga	<p>This is used by Analytics to calculate visitors, session, campaign data, etc. Expiration time is set to two (2) years and it resets each time when a visitor hits a page. No personal information or data is stored. Used to distinguish users.</p> <p>This cookie enables us to estimate our audience size and usage pattern</p> <p>See weblink below:  <a href="https://developers.google.com/analytics/devguides/collect ion/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collect ion/analyticsjs/cookie-usage</a></p>
_gat  _gid	<p>Described by Google as “Used to throttle request rate”(no more information is available about this cookie). Expires in ten (10) minutes. This cookie enables us to limit the number of times information is recorded. See weblink below:  <a href="https://developers.google.com/analytics/devguides/collect ion/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collect ion/analyticsjs/cookie-usage</a></p> <p>This is used to distinguish users but has a 24hours expiration time. See weblink below:  <a href="https://developers.google.com/analytics/devguides/collect ion/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collect ion/analyticsjs/cookie-usage</a></p>

#### How to manage cookies

Our cookies do not store financial information, or information which is capable of directly identifying you (such as your name or address). Cookies simply allow our website to retrieve this information in order to personalise and improve your experience of our website. However, if you wish to restrict, block or delete cookies provided by our site – or any other website – you can use your browser to do this. Each browser is different so check the ‘Help’ menu of your particular browser to learn how to change your cookie preferences, or use the following weblinks:

Microsoft Internet Explorer

Help: <http://support.microsoft.com/?ln=en-gb>

How to manage Cookies in IE 11:

<https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Mozilla Firefox

Help: <http://support.mozilla.org/en-US/home?as=u>

Cookies: <http://support.mozilla.org/en-US/kb/Cookies?s=manage+cookies&r=0&e=es&as=s>

Google Chrome

Help: <http://support.google.com/chrome/?hl=en-GB>

Manage Cookies: <http://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647>

Our analytics partner also provides the ability for users to opt-out using the following links:

Google Analytics:

<https://tools.google.com/dlpage/gaoptout>

Further information on cookies is available online at: [www.aboutcookies.org](http://www.aboutcookies.org)

Please bear in mind that if you do this, certain personalised features of this website and others cannot be provided to you.

### Third Party Cookies

To help improve your experience of our site we use content from other sites to help users and improve usability for example Google Maps for store locators. We also use social sites such as Facebook to allow businesses to communicate with their clients along with analytics to help improve user experience. We do not control these social media websites and we suggest you read their cookie policy to see which ones they use and how to manage them.

### Facebooks

	What their cookies are used for
Google	We use Google Maps to show our location. <b>Googles privacy policy:</b> <a href="http://www.google.co.uk/intl/en/policies/privacy/">http://www.google.co.uk/intl/en/policies/privacy/</a>
Social Tools	We take advantage of social networks and like to share our content with friends across these networks, such as twitter, you may receive cookies from these websites. We are not in control of these third-party cookies, if you'd like to learn more about them – visit their websites.
Facebook	<a href="https://www.facebook.com/privacy/explanation">https://www.facebook.com/privacy/explanation</a>
Trip Advisor	We use trip advisor to capture reviews from our quests. You can view their privacy policy: <a href="https://tripadvisor.mediaroom.com/UK-privacy-policy">https://tripadvisor.mediaroom.com/UK-privacy-policy</a>

### How we utilise information.

We strongly believe in both minimizing the data we collect and limiting its use and purpose to

only that (1) *for which we have been given permission*, (2) *as necessary to deliver the Services you purchase*, or (3) *as we might be required or permitted for legal compliance or other lawful purposes*.

**Sharing with trusted third parties.** We do not share your personal data with third parties.

**Communicating with you.** We may contact you directly via email regarding stays you may wish to purchase from us. You don't need to provide consent as a condition to purchase our services.

**Targeted advertisements.** We do not use your personal details to advertise too.

**How you can update or delete your data.**

To easily update or delete your personal data or to update your subscription preferences, please contact us and we can make these changes.

**How we secure, store and retain your data.**

We follow generally accepted standards to store and protect the personal data we collect. We hold your booking information on our secure site. We hold your email address on our data base which is held on a secure laptop and/or in a locked cabinet.

**Your legal rights**

Under certain circumstances, you have rights under data protection laws in relation to your personal data as listed below:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.
- Object to processing of your personal data where we are relying on a Legitimate Interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
  - If you want us to establish the data's accuracy;
  - Where our use of the data is unlawful but you do not want us to erase it;
  - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims;
  - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.
- Please email us at [info@beyazvillas.com](mailto:info@beyazvillas.com) if you wish to exercise any of these rights.
- **Fee**  
You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.
- **What we may need from you**  
We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.
- **Time limit to respond**  
We try to respond to all legitimate requests within thirty (30) calendar days from the date of receipt of your request. Occasionally it may take us longer, if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated. Where you are sending us a request via post rather than email we recommend you send it via recorded delivery to guarantee safe delivery.
- **ICO, Data Protection Act 1998 and GDPR**  
We adhere to the following principles:

- 1) Access to your information is restricted to our relevant trained staff only;
- 2) Where any hard copies are created, the hard copies of your information and confidential documents are kept securely under lock and key.
- 3) All our relevant employees have received training in how to handle your information. This includes ensuring they are aware of the importance of handling your information safely and securely, and understanding the procedures in place to ensure this happens.
- 4) We will periodically evaluate our database and securely delete any contacts no longer engaged or any information no longer needed by us.
- 5) We have measures in place to keep your information we hold safe and secure.
- 6) All personal information is transferred by secure email to secure servers on site to which access is only granted to key personnel. Where your information is downloaded to be updated, and as a backup to the cloud, it is only stored on personal drives, only accessible via individual log in.

### **Severability**

If a court finds part of this Privacy Policy illegal, the rest will continue in force. Each of the clauses of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses will remain in full force and effect.

### **Partnership**

Nothing herein contained shall give rise to a partnership or a contract of employment between you and us.

### **Assignment**

You may not assign, mortgage or otherwise transfer this Privacy Policy, data or any rights, duties and obligations hereunder. It is acknowledged by you that we may use our employees, officers, representatives or third party consultants to carry out our work within this Privacy Policy. We may assign the benefit of this Privacy Policy, data or any rights, duties or obligations to any firm or company in which we hereafter acquire a controlling interest or which acquires a controlling interest in us without prior approval from you. Save that we shall remain primarily liable hereunder until such time as the prospective assignee enters into an agreement to fulfil our obligations hereunder.

### **Waiver**

No waiver or affirmation of any breach of or non-compliance with any term hereof by the parties shall be deemed to be a waiver or affirmation of any preceding or succeeding breach of or non-compliance with the same or any other term.

### **Third parties**

Save to the extent expressly set out herein, this Privacy Policy and is not intended to nor shall it create any rights, entitlements, claims or benefits enforceable by any person that is not a party hereto. Accordingly, save to the extent expressly set out in this Privacy Policy, no person shall derive any benefit or have any right entitlement or claim in relation to this agreement by virtue of the Contract (Rights of Third Parties) 1999.

### **Jurisdiction**

This Privacy Policy shall be governed by and construed in accordance with the laws of England. The parties irrevocably agree that the English Courts shall have exclusive jurisdiction to settle any dispute arising out of or in connection with this Privacy Policy.

### **Further information**

If you wish to learn more information or have a question about your Personal Data or cookies please email us on [admin@edukaid.com](mailto:admin@edukaid.com) with the title of your question in the email header. **How**

### **To request an information access report**

To request an information access report which details the information we hold about you, please send your request in writing to the following address:

Karibu Bed and Breakfast

59 Shaftsbury Road

Wilton, Wiltshire

SP2 0DU

This Privacy Policy as last updated on 21 May 2018

### **Changes in our Privacy Policy.**

We reserve the right to modify this Privacy Policy at any time. If we decide to change our Privacy Policy, we will post those changes to this Privacy Policy and any other places we deem appropriate, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If we make material changes to this Privacy Policy, we will notify you here, by email, or by means of a notice on our home page, at least thirty (30) days prior to the implementation of the changes.

### **Data Protection Authority.**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling **0303 123 1113**.

Or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) (opens in a new window; please note we can't be responsible for the content of external websites)

If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence. Details can be found in Section 16

### **Contact us.**

If you have any questions, concerns or complaints about our Privacy Policy, our practices or our Services, you may contact our Office of the DPO by email: [welcome@karibubandb.co.uk](mailto:welcome@karibubandb.co.uk) In the alternative, you may contact us by the following means:

By Phone: 01722 744332