

Introduction

This website and all related communication methods including social media and email is managed by Sheba Investments Ltd trading as Restful Breaks. We take your privacy very seriously therefore we urge to read this policy very carefully because it contains important information about on: who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information, and how to contact us and the relevant authority in the event that you have a complaint.

Who are we?

Restful Breaks, a trading name of Sheba Investments Ltd and all our managed properties (hereinafter known as **our company**) are all covered by this policy. For the avoidance of doubt, any reference to "**our company**" in this document, will mean Restful Breaks, a trading name of Sheba Investments Ltd and all our managed properties combined. Furthermore, the following terms "we, us, our", "our group", "our group of companies" will mean "our company" throughout this document.

This privacy policy will explain how our company uses the personal data we collect from you when you use our website or communicate with us via any means including email, social media (includes text/WhatsApp hereinafter) and through online or paper forms. Our use of any data is regulated under the General Data Protection Regulations (applies across the EU & UK) and we are responsible as 'controller' of that personal information for the purposes of those laws.

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What data do we collect?

Our company collects the following data:

- Personal identification information (Name, email address, phone number, address, date of birth etc.)
- Passport data from overseas visitors

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Make an enquiry and request a quotation to stay at one of our properties via our website, email or social media platforms
- Make a reservation or booking
- Voluntarily complete a customer survey, review or provide feedback
- Use or view our website via your browser's cookies.

Our company may also receive your data indirectly from the following sources:

- Travel agents and third party booking and advertising platforms

How will we use your data?

Our company collects your data so that we can:

- Process your enquiry or booking and manage your booking and stay with us
- Identify you
- For marketing purposes, share and send you special offers and information about any of our products and services we think you might like
- We may also use the data to analytical purposes to determine trends to help improve our services carry out customer profiling and preference analysis, marketing and website customisation.

If you agree, our company will share your data within our group so that they may offer you their products and services. We will never share your information with anyone outside our group. We will not transfer your data outside of the EU.

Exceptions to sharing:

- When our company processes your request/booking/enquiry, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.
- We may also share your information, if requested, with law enforcement agencies in connection with any investigation to help prevent unlawful activity.

How do we store your data?

Our company securely stores your data in our company computer system and cloud storage which is password protected with limited access to authorised persons only. To reinforce this, files with personal data are also password protected. We will take every precaution and measure to ensure your data is secure and is not accessed without authorisation, lost or stolen. Anyone dealing with your data does so under full confidentiality obligation.

We will inform you and the appropriate regulator of any breaches where we are required to by law.

While we will take any and every reasonable steps to ensure your data is secure when it is in our possession or when we transfer it, you acknowledge that the use of internet, and other internet based communication systems is not completely secure. For this reason, we are unable to completely guarantee the security or integrity of the data being transferred in such a way. If you have any particular concerns about your information, please contact us using the details below.

If you give your consent to marketing correspondence, our company will keep your name, email & contact number for an indefinite period, or until you withdraw your consent in writing to restfulbreaks@gmail.com.

If you do not give consent, we will delete your data from our system within 7 days of your stay ending or within 7 days of any outstanding issues related to your stay is resolved, whichever is quicker. Any paper copies with your personal data will be shredded and securely binned. In any case, your information will not be kept for any longer than absolutely necessary.

Marketing

Our company or group of companies would like to send you information about our business, products, services and offers from us that we think you might like.

We may use any one or combination of the following methods: by post, email, telephone or text message.

We will always ask you at the earliest possible opportunity when you make contact with us about your communication preferences.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop our company from contacting you for marketing purposes or giving your data to other members of our group.

If you no longer wish to be contacted for marketing purposes, or if you are receiving messages you do not want you can contact us using the details provided below:

Please email us: restfulbreaks@gmail.com. Or write to us using our contact page on the website.

What are your data protection rights?

Our company would like to make sure you are fully aware of all of your data protection rights. These include the following:

The right to access – You have the right to request our company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that our company correct any information you believe is inaccurate. You also have the right to request our company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that our company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that our company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that our company transfer the data that we have collected to another organisation, or directly to you, under certain conditions. If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: restfulbreaks@gmail.com Or write to us through our website contact section: www.restfulbreaks.com

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Our company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Pages visited, website traffic, location, length of visit and source of traffic among others.
- This information helps us to build a profile of our users. Some of this information may be aggregated or statistical, which means that we will not be able to identify you individually.
- In addition, it should be noted that in some cases our cookies or similar technologies may be owned and controlled by third parties who will also collect personal information about you.
- When you first visit our website, a pop-up will appear seeking your consent to our use of cookies. You can accept or reject. After this, you can opt-out of using cookies at any time.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – our company uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what

language you prefer and location you are in. A mix of first-party and third-party cookies are used.

- Advertising – our company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.
- We may also share information, if requested, with law enforcement agencies in connection with any investigation to help prevent unlawful activity.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our company website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 02 January 2024.

How to contact us

If you have any questions about our company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us:

Email us at: info@restfulbreaks.com. Or write to us using our contact page on our website.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that our company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office:

<https://ico.org.uk/concerns/> or by telephone: 0303 123 1113.