

Privacy Policy

This Privacy Policy describes how personal data is collected, used, and protected when you visit or interact with this website. We are committed to safeguarding your privacy and complying with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

1. Who We Are

The operator of this website is the data controller responsible for determining how and why your personal data is processed. If you have any questions about this policy or how your data is handled, you can contact us using the details provided on this website.

2. How We Collect Your Information

We may collect personal information when you fill out forms on the website, subscribe to newsletters, engage with us via email or social media, make a purchase or booking (where applicable), or access the site. Some data is collected automatically through cookies and similar technologies.

3. Information We May Collect

We may collect your name, email address, phone number, postal address, and any other details you provide voluntarily. We may also collect technical information such as IP address, browser type, device information, and pages visited. We do not collect or store credit card information on our servers.

4. Legal Bases for Processing

We process personal data on the basis of consent, contractual necessity, legitimate interests, or legal obligation, depending on the context of collection.

5. How We Use Your Information

Your information may be used to respond to enquiries, provide products or services, send updates or marketing communications where you've opted in, improve website performance, and meet legal or regulatory requirements. Your data will not be sold.

6. How We Store and Protect Your Information

We use secure systems to store and protect personal data and retain it only for as long as necessary for the purposes it was collected or to meet legal requirements.

7. Sharing Your Information

We may share data with trusted third-party providers such as hosting companies, analytics platforms, or CRM systems, solely for the purpose of operating and improving this website or fulfilling services. These third parties are required to keep your information secure and use it only as instructed. We do not sell data.

8. Cookies and Tracking

This website uses cookies and similar technologies to enhance functionality, analyse traffic, and support marketing activity. You can manage or disable cookies through your browser settings. More details can be found in the Cookie Policy.

9. International Data Transfers

If personal data is transferred outside the UK, appropriate safeguards will be in place, such as Standard Contractual Clauses or other legally approved mechanisms.

10. Your Rights

You have the right to access, correct, delete, or restrict your personal data, object to processing, withdraw consent, and request portability of your data. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

11. Third-Party Links

This website may contain links to other websites. We are not responsible for the content or privacy practices of those sites and encourage users to review their policies.

12. Data Retention

Personal data is kept only for as long as is necessary to fulfil the purposes it was collected for, or to meet legal, accounting, or reporting requirements. When it is no longer required, it will be securely deleted or anonymised.

13. Changes to This Policy

This Privacy Policy may be updated from time to time. Any changes will be published on this page with an updated "Last Updated" date. Continued use of the website indicates acceptance of any changes.

14. Contact

If you have any questions or concerns about this Privacy Policy or how your data is handled, please use the contact information provided on this website.