



Congham Hall Ltd, Lynn Road, Congham, King's Lynn, PE32 1AH

Registered in England and Wales no 07866202

Privacy and Data Protection Policy

This policy governs the manner in which Congham Hall Ltd collects, uses, maintains and discloses information and data collected from customers and prospective customers.

Personal identification information

We may collect personal identification information from customers and prospective customers in a variety of ways, including, but not limited to, when users visit our website, subscribe to marketing information, fill out a form, in person and in connection with other activities, services, features or resources we make available in our business. You have to opt-in to enable us to contact you. Customers and prospective customers may visit our website anonymously. We only collect personal identification information from customers and prospective customers if they submit such information to us e.g. via enquiry or booking.

Non-personal identification information

We may collect non-personal identification information about customers and prospective customers whenever they interact with our website. Non-personal identification information may include the browser name, the type of computer and technical information about users' computers of our website, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our website may use cookies to enhance a user's experience. A user's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the website may function less effectively.

Personal information

We may collect and use customers' and prospective customers' personal information for the following purposes:

- To improve customer service
- Assist us in responding to your requirements and requests more efficiently
- To improve our website
- To process and administer your booking(s) and payment(s)
- To improve our products and services
- To send periodic emails
- To develop marketing strategies

We may use your email address to send you information and updates about your booking. It may also be used to respond to your enquiries, questions, and/or other requests. If you share your details with us we will add you to our mailing list, and you will receive emails that may include promotions, news, updates, related product or service information, etc. If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or you may contact us via our website, email or by telephone.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information and data.

Sharing your personal information

We do not sell, trade, or rent customers and prospective customers personal data.

Changes to this privacy policy

We have the discretion to update this privacy policy at any time. We encourage customers and prospective customers to check our website for any changes or to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using our website, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our website. Your continued use of the website following the posting of changes to this policy will be deemed your acceptance of those changes.

Your legal rights

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw identification information to others. Further information on your legal rights is available on the website of the Information Commissioner's Office - <https://ico.org.uk>

Your right to be forgotten

If you are no longer a customer of Congham Hall, you may request in writing that we delete all personal information and data on you. We will action this request within 14 days.

Contacting us

If you have any questions about this Privacy and Data Protection Policy or the data we hold on you, please contact us at the address above.