

ACORN GLADE PRIVACY POLICY & GDPR

1.0 Introduction

- 1.1 In this privacy policy, "we", "us" and "our" shall refer to "Acorn Glade", "the data controller", "<https://www.acornglade.co.uk>", and our other third party agents.
- 1.2 This privacy policy sets out the conditions under which we may process any information that we collect from you, or that you provided to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
- 1.3 Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
- 1.4 The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data.
- 1.5 We take the protection of your privacy and confidentiality seriously. We understand you need to know that your personal data will not be used for any unintended purpose, and will not accidentally fall into the wrong hands.
- 1.6 We agree to preserve the privacy of all information you provide to us, and hope that you reciprocate.
- 1.7 We use cookies on our website. Insofar as those cookies are not strictly necessary for the provision of our website and glamping services, we will ask you to consent to our use of cookies when you first visit our website.
- 1.8 Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

2.0 About The Company

- 2.1 Acorn Glade is a Yorkshire-based glamping site offering romantic breaks to adults.
- 2.2 The website is owned and managed by Acorn Glade, and are registered HMRC in the United Kingdom.
- 2.3 You Can Contact Us:
 - ii. Official email address: reservations@acornglade.co.uk
 - iii. Business Address: Kidd Lane, Melbourne, York YO42 4QF
 - iiii. Business Telephone: 01759 319151

3.0 Data protection officer

- 3.1 Our data protection officer's contact details are: Kidd Lane, Melbourne, York YO42 4QF

4.0 Definitions

Our data protection declaration is legible and understandable for the general public, as well as our clients. To ensure this, we would like to begin by explaining some of the terminologies used.

- 4.1 Personal data
Personal data means any information relating to an identified or identifiable natural person ("data subject"). An identifiable natural person is one who can be identified, directly or indirectly, particularly by reference to an identifier such as a name, location data, an identification number, an online identifier or to at least one factors specific to the physiological, physical, mental, genetic, economic, cultural or social identity of that natural person.
- 4.2 Data subject
Data subject is any identified or identifiable natural person, whose personal data is processed by the controller responsible for the processing. The data subject herein is "You".
- 4.3 Processing
Processing is any operation or set of operations that is performed on personal data or sets of personal data, whether or not by automated means, such as storage, recording, collection, structuring, organization, adaptation or alteration, retrieval, use, disclosure by dissemination, transmission or otherwise making available, alignment or combination, erasure, restriction or destruction.
- 4.4 Process limitation
Restriction of processing is the marking of stored personal data with the aim of restricting their processing in the future.
- 4.5 Data Controller or Controller responsible for the processing
This is the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of your personal data. The controller here is "Acorn Glade" or any of our third party agents.
- 4.6 Third party
Third party is a natural or legal person, public authority, agency or body other than the data subject, controller and persons who, under the direct authority of the controller or processor, are authorized to have access to your Personal Information only to perform specific tasks on our behalf and are obligated not to disclose or use your information for any other purpose.
- 4.7 Consent
Consent of the data subject is any freely given, specific, informed and unambiguous indication of the data subject's wishes by which they, by a statement or by a clear affirmative action, signifies agreement to the processing of the personal data relating to them.
- 4.8 Profiling
Profiling means any form of automated processing of personal data consisting of the use of the personal data to evaluate certain personal aspects relating to you, particularly to analyse or predict aspects relating to your use of our Glamping services, your personal preferences, interests, reliability, behaviour, location or movements etc.

5.0 Booking and Payment

- 5.1 Bookings
 - 5.1.1 Acorn Glade uses www.freetobook.com, a trusted third party company for all its bookings.
- 5.2 Payments
 - 5.2.1 Payments on <https://www.acornglade.co.uk> are done with PayPal and Acorn Glade may at times ask for direct BACs bank transfer if guests have no PayPal.

6.0 How We Use Your Personal Data

- 6.1 Acorn Glade collects a series of general data when you use our website or any automated system calls up the website. In this Section 5 we have set out:
 - (a) the general categories of personal data that we may process;
 - (b) in the case of personal data that we did not obtain directly from you, the source and specific categories of that data;
 - (c) the purposes for which we may process personal data; and
 - (d) the legal bases of the processing.
- 6.2 We may process data about your use of our website and Glamping services ("usage data"). This may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system, and may

be processed for the purposes of analyzing the use of our Website and Glamping services. The legal basis for this processing is our legitimate interests in monitoring and improving our website and services.

- 6.3 We may process your account data ("account data"). This may include your name and email address. The source of the account data shall be you and may be processed for the purposes of operating our website, providing our Glamping services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests in the proper administration of our website and glamping services and the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
- 6.4 We may process your information included in your personal profile on our website ("profile data"). The profile data may include your name, address, telephone number, email address, date of birth, gender, relationship status, interests and hobbies. The profile data may be processed for the purposes of enabling and monitoring your use of our website and Glamping services. The legal basis for this processing is our legitimate interests, which is the proper administration of our website and Glamping business and the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
- 6.5 We may process your personal data that are provided in the course of the use of our services ("service data"). The source of the service data is you, and the service data may be processed for the purposes of operating our website, providing our Glamping and tour services, ensuring the security of our Website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, which is the proper administration of our website and business.
- 6.6 We may process information contained in any enquiry you submit to us regarding our glamping services ("enquiry data"). The enquiry data include your email and may be processed for the purposes of offering, marketing and selling relevant services to you.
- 6.7 We may process information relating to our customer relationships, including customer contact information ("customer relationship data"). The customer relationship data may include your name, location, your contact details and information contained in communications between us and you. The source of the customer relationship data is you, and the data may be processed for the purposes of managing our relationships with you, communicating with you, keeping records of those communications and promoting our services to other clients. The legal basis for this processing is our legitimate interests, which include the proper management of our customer relationships.
- 6.8 We may process information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters ("notification data"). The notification data may be processed for the purposes of sending you relevant notifications and/or newsletters. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
- 6.9 We may process information contained in or relating to any communication that you send to us ("correspondence data"). The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and communications with you.
- 6.10 We may process any of your personal data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.
- 6.11 We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice. The legal basis for this processing is our legitimate interests, namely the proper protection of our business against risks.
- 6.12 In addition to the specific purposes for which we may process your personal data set out in this Section 5, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the interests of other data subjects.
- 6.13 Please do not provide any other person's personal data to us, unless we prompt you to do so.

NOTE: WE MAY STORE DATA FOR MAILSHOT PURPOSES.

7.0 Information Disclosure

- 7.1 Acorn Glade may disclose your personal information to our third part data controller agents insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy.
- 7.2 We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
- 7.3 Financial transactions relating to our glamping services are handled by our payment services provider, PayPal. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. Likewise, we do export our PayPal data annually for our annual accounting reports. You can find information about our payment services providers' privacy policies and practices at <https://www.paypal.com/privacy-policy>.
- 7.4 We may disclose your enquiry data to one or more of the third party providers of services identified on our website for the purpose of enabling them to contact you to be able to offer you relevant services. Such third party will act as a data controller in relation to the enquiry data that we supply to it; and upon contacting you, such third party will supply to you a copy of its own privacy policy, which will govern that third party's use of your personal data.
- 7.5 In addition to the specific disclosures of personal data set out in this Section 6, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

8.0 Routine removal and blocking of personal data

- 8.1 The data controller shall process and store your personal data only for the period necessary to achieve the purpose of storage or as far as this is granted by the European legislator or other legislators in laws or regulations to which we or our agent is subject to;
- 8.2 If the storage purpose is not applicable, or if a storage period prescribed by the European legislator or another competent legislator expires, the personal data are routinely blocked or erased in accordance with legal requirements.

9.0 International Transfers of Your Personal Data

- 9.1 In this Section 8, we provide information about the circumstances in which your personal data may be transferred to countries outside the European Economic Area (EEA).
- 9.2 Acorn Glade has an office in the United Kingdom only. The European Commission has made an "adequacy decision" with respect to the data protection laws of each of these countries.
- 9.3 The hosting facilities for our website are situated in the United States.
- 9.4 You acknowledge that personal data that you submit for publication through our Website or Services may be available, via the internet, around the world. We cannot prevent the use (or misuse) of such personal data by others.

10.0 Third Party Data Processors

- 10.1 We use a number of carefully chosen third parties to capture demographics of our website usage. They include Google Analytics, Bing and one.com.
- 10.2 These third parties agree and comply with the EU GDPR policy.

11.0 Other channel Managers

- 11.1 We use TripAdvisor Trip Connect and Booking.com as preferred channel managers and they may store credit card details.
- 11.2 TripAdvisor and Booking.com are bounded by the EU GDPR policy not to use the information other than it is stated in this policy.

12.0 Your Rights

12.1 Right of confirmation

You have the right granted by the European legislator to obtain from Us, the controller or our third party agent, the confirmation as to whether or not the personal data concerning you are being processed. If you wish to avail yourself of this right of confirmation, you may, at any time, contact our Data Protection Officer or another employee of the controller.

12.2 Right of access

- 12.2.1 You shall have the right granted by the European legislator to obtain from Us, the controller free information about your personal data stored at any time and a copy of this information. The European directives and regulations grant you access to the following information:
 - ii. the purposes of the processing;
 - iii. the categories of personal data concerned;
 - iiii. the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organizations;
 - iiv. where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
 - x. the existence of the right to request from the controller rectification or erasure of personal data, or restriction of processing of personal data concerning the data subject, or to object to such processing;
 - vi. the existence of the right to lodge a complaint with a supervisory authority;
 - vii. where the personal data are not collected from the data subject, any available information as to their source;
 - viii. the existence of automated decision-making, including profiling, referred to in Article 15 of the GDPR and, at least in those cases, meaningful information about the logic involved, as well as the significance and envisaged consequences of such processing for the data subject.

12.2.2 If you wish to avail yourself of this right of access, you may at any time contact our Data Protection Officer or any assigned employee of the controller.

12.3 Right To Rectification

The right to rectification is set out in Article 16 of the GDPR.

- 12.3.1 You shall have the right granted by the European legislator to obtain from Us, the controller without undue delay, the rectification of inaccurate personal data concerning you. Taking into account the purposes of the processing, you shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

12.3.2 If you wish to exercise this right to rectification, you may, at any time, contact our Data Protection Officer or any assigned employee of the controller.

12.4 Right to Erasure

- 12.4.1 You shall have the right granted by the European legislator to obtain from Us, the controller the erasure of personal data concerning you without undue delay, and we shall have the obligation to erase personal data without undue delay where one of the following grounds applies, as long as the processing is not necessary:
 - ii. The personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
 - iii. You withdraw consent to which the processing is based according to point (a) of Article 6(1) of the GDPR, or point (a) of Article 9(2) of the GDPR, and where there is no other legal ground for the processing;
 - iiii. You object to the processing pursuant to Article 21(1) of the GDPR and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Article 21(2) of the GDPR.
 - iiv. The personal data have been unlawfully processed; and
 - v. The personal data have been collected in relation to the offer of information society services referred to in Article 8(1) of the GDPR.

12.4.2 If one of the aforementioned reasons applies, and you wish to request the erasure of personal data stored by Acorn Glade, you may at any time contact our Data Protection Officer or third party agent. The Data Protection Officer of Acorn Glade or a third party controller shall promptly ensure that the erasure request is complied with immediately.

12.4.3 Where we have made personal data public and is obliged pursuant to Article 17(1) to erase the personal data, we, taking account of available technology and the cost of implementation, shall take reasonable steps, including technical measures, to inform our agents processing the personal data that you have requested erasure by such agents of any links to, or copy or replication of, those personal data, as far as processing is not required. The Data Protection Officer of Acorn Glade or our agents will arrange the necessary measures in individual cases.

12.5 Right to object to processing

- 12.5.1 You shall have the right granted by the European legislator to obtain from Us, the controller restriction of processing where one of the following applies:
 - ii. The accuracy of the personal data is contested by you, for a period enabling Us to verify the accuracy of the personal data.
 - iii. The processing is unlawful and you oppose the erasure of the personal data and request instead for the restriction of their use.
 - iii. We no longer need the personal data for the purposes of the processing, but are required by you for the establishment, exercise or defense of legal claims.
 - iiii. You have objected to processing pursuant to Article 21(1) of the GDPR pending the verification whether the legitimate grounds of the controller override those of the data subject. This must be notified to data subjects under Articles 21(4), 13(2)(b) and 14(2)(c)

12.5.2 If one of the aforementioned conditions is met, and you wish to request the restriction of the processing of personal data stored by Acorn Glade, you may at any time contact our Data Protection Officer or our third party agents. Our Data Protection Officer or third party agents will arrange the restriction of the processing.

12.6 Right to data portability

- 12.6.1 You shall have the right granted by the European legislator, to receive the personal data concerning you, which was provided to Us, in a structured, commonly used and machine-readable format. You shall have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, as long as the processing is based on consent pursuant to point (a) of Article 13(2)(b) of the GDPR or point (a) of Article 9(2) of the GDPR, or on a contract pursuant to point (b) of

Article 6(1) of the GDPR, and the processing is carried out by automated means, as long as the processing is not necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

- 12.6.2 In exercising your right to data portability pursuant to Article 20(1) of the GDPR, you shall have the right to have your personal data transmitted directly from one controller to another, where technically feasible and when doing so does not adversely affect the rights and freedoms of others.
- 12.6.3 To assert the right to data portability, you may at any time contact Us or the Data Protection Officer designated by Acorn Glade.
- 12.7 Right to object
- 12.7.1 You shall have the right granted by the European legislator to object, on grounds relating to your particular situation, at any time, to processing of personal data concerning you, which is based on point (e) or (f) of Article 6(1) of the GDPR. This also applies to profiling based on these provisions.
- 12.7.2 Acorn Glade shall no longer process the personal data in the event of the objection, unless we can demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject, or for the establishment, exercise or defence of legal claims.
- 12.7.3 If Acorn Glade processes your personal data for direct marketing purposes, you shall have the right to object at any time to processing of your personal data for such marketing. This applies to profiling to the extent that it is related to such direct marketing. If you object to Acorn Glade to the processing for direct marketing purposes, Acorn Glade will no longer process the personal data for these purposes.
- 12.7.4 You have the right, on grounds relating to your particular situation, to object to processing of personal data concerning you by Acorn Glade for research purposes, or for statistical purposes pursuant to Article 89(1) of the GDPR, unless the processing is necessary for the performance of a task carried out for reasons of public interest.
- 12.8 Automated individual decision-making, plus profiling
- 12.8.1 You shall have the right granted by the European legislator not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you, or similarly significantly affects you, as long as the decision is not:
- i. necessary for entering into, or the performance of, a contract between you and Us;
 - ii. authorized by Union or Member State law to which we are subject and which also lays down suitable measures to safeguard your rights and freedoms and legitimate interests; or
 - iii. Based on the data subject's explicit consent.
- If the decision is:
- ii. necessary for entering into, or the performance of, a contract between you and Us; or
 - ii. based on the data subject's explicit consent,
- 12.8.2 Acorn Glade shall implement suitable measures to safeguard your rights and freedoms and legitimate interests, at least the right to obtain human intervention on our part, to express your viewpoint and contest the decision.
- 12.8.3 If you wish to exercise the rights concerning automated individual decision-making, you may at any time directly contact Acorn Glade or any of our Data Protection Agents.
- 12.9 Right to withdraw consent
- 12.9.1 You shall have the right granted by the European legislator to withdraw your consent to processing of your personal data at any time.
- 12.9.2 If you wish to exercise the right to withdraw the consent, you may at any time directly contact Acorn Glade or any of our Data Protection Agents.

13.0 Legal basis for the processing

- 13.1 Art. 6(1) lit. (a) GDPR serves as the legal basis for processing operations for which we obtain consent for a specific processing purpose.
- 13.2 If the processing of personal data is necessary for the performance of a contract to which you are a party, as is the case, for example, when processing operations are necessary for providing our glamping services, the processing is based on Article 6(1) lit. (b) GDPR. The same applies to such processing operations which are necessary for carrying out pre-contractual measures, for example in the case of inquiries about our glamping and tour services.
- 13.3 If our company is subject to a legal obligation by which processing of personal data is required, such as for the fulfillment of tax obligations, the processing will be based on Art. 6(1) lit. (c) GDPR. In exceptional cases, the processing of personal data may be necessary to protect your vital interests.
- 13.4 Finally, processing operations could be based on Article 6(1) lit. f GDPR. This legal basis is used for processing operations which are not covered by any of the abovementioned legal grounds, if processing is necessary for the purposes of the legitimate interests pursued by our company or by a third party, except where such interests are overridden by your interests or fundamental rights and freedoms which require protection of personal data. Such processing operations are particularly permissible because they have been specifically mentioned by the European legislator.

14.0 The legitimate interests pursued by the controller or by a third party

- 14.1 Where the processing of personal data is based on Article 6(1) lit. f GDPR our legitimate interest is to carry out our business in favor of the well-being of all our coaches.

15.0 Children's Online Privacy Protection Act Compliance

- 15.1 Acorn Glade is an adult only glamping side and do not knowingly or unknowingly collect any information from anyone under 18 years of age. This is in compliance with the Children's Online Privacy Protection Act (COPPA).

16.0 Statutory retention period

- 16.1 The criteria used to determine the period of storage of your personal data is the respective statutory retention period. After expiration of that period, the corresponding data is routinely deleted, as long as it is no longer necessary for the fulfillment of the contract or the initiation of a contract.

17.0 Retargeting

- 17.1 As you browse our website, we may place advertising cookies on your computer so that we can understand what you are interested in. The display advertising partner, then enable us to present you with retargeting advertising on other sites based on your previous interaction with our website. The techniques our partners employ do not collect personal information such as your name, email address, postal address or telephone number.

NO GUARANTEES

- 17.2 While this Privacy Policy states our standards for maintenance of Data and we will make efforts to meet them, we are not in a position to guarantee these standards. There may be factors beyond our control that may result in disclosure of data. As a consequence, we disclaim any warranties or representations relating to maintenance or nondisclosure of Data.

18.0 Security

- 18.1 We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, your personal data is held on trusted and secure third party cloud based systems. However, the only data we may hold locally is the contents of emails sent to us regarding booking enquiries or downloaded xls files from our payment service provider for end of financial year accounting purposes.
- 18.2 Aside from data security, we also provide visitors with securities by installing CCTV camera systems on the car park area. The recordings are captured on a loop over a 28 day period.

19.0 Links to other websites

- 19.1 Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide while visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

20.0 Controlling your personal information

- 20.1 You may choose to restrict the collection or use of your personal information in the following ways:
- whenever you are asked to fill a form on our website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes;
 - if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at admin@acomglae.co.uk
- 20.2 Acorn Glade promises not to sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.
- 20.3 If you believe that any information we are holding about 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.

21.0 Social Media Presence

21.1 Twitter

21.1.1 Our website uses Twitter button.

21.1.2 This button is offered by Twitter Inc., 795 Folsom St., Suite 600, San Francisco, CA 94107, USA and are identifiable by terms such as "Twitter" or "Follow", combined with a stylized blue bird. With the help of the button(s), it is possible to share a post or deal page on Twitter and also follow the provider.

21.3 When you access our website through this online presence, your browser creates a direct link with the Twitter server. The content of the Twitter button is then transferred directly from Twitter to your user's browser. Hence, we have no influence over the amount of data collected by Twitter with the help of this plugin and inform the user about this to their knowledge. After using the plug-in, only the URL of the respective website that the button leads to is transmitted with your IP address which is not used for any other purpose. Further information, read Twitter's data protection declaration: <http://twitter.com/privacy>.

21.2 Facebook & Instagram

21.2.1 Our website uses the social plug-ins ("plug-ins") of the social network facebook.com, run by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ("Facebook").

21.2.2 The plug-ins is identified by one of the Facebook logos (a white "f" on a blue tile or a "thumbs up" sign) or is additionally marked with "Facebook Social Plug-in".

21.2.3 The list and appearance of all Facebook Social Plug-ins can be viewed here: <https://developers.facebook.com/docs/plugins/>.

21.2.4 When you access our website through this social media plug-in, your browser creates a direct link to the Facebook servers. The content of the plug-in is transferred directly from Facebook to your browser and from there, integrated into the website. Hence, we have no influence over the amount of data Facebook collects with the help of plug-ins and therefore informs you about this.

21.2.5 Through this plug-in integration, Facebook receives the information that you have accessed the corresponding deal page. If you are logged into Facebook, then Facebook can attribute the visit to your Facebook account.

21.2.6 When you interact with the plug-ins, for example, by clicking the 'like' button or leaving a comment, the corresponding information from your browser is transferred directly to Facebook and stored there.

21.2.7 If you are not a member of Facebook, there is, however, the possibility that Facebook may be able to view and save your IP address. According to Facebook, only an anonymous IP address is stored.

21.2.8 The purpose and scope of the data collected by Facebook, information about the further processing and use of the data, as well as your rights regarding this and about the settings for the protection of user privacy, can be found in Facebook's privacy statement: <https://www.facebook.com/about/privacy/>.

21.2.9 If you are a member of Facebook and does not want Facebook to collect information about your interaction with our website and to link it with your data stored on Facebook, you must first log out of Facebook before accessing the website.

22.0 Google Analytics

- 22.1 Our website uses Google Analytics, a web analysis service of Google Inc. ("Google"). Google Analytics uses so-called "cookies": text files, which are saved on the users' computer and allow the usage of the website to be analyzed. The information generated by the cookies about the usage of this website is usually transferred to a Google server in the USA and stored there.
- 22.2 In the event that IP anonymization is activated on this website, the IP address of the Google users from within the European Union or any other member state of the European Economic Area will be shortened beforehand. Only in exceptional cases will the full IP address be transferred to a server in the USA and then shortened there.
- 22.3 On behalf of the operator of this website, Google uses this information to interpret the usage of the website, to compile reports about the website activity and furthermore, to produce similar services that are associated with the usage of the website and the internet for the website owners.
- 22.4 The IP address transferred by your browser to Google Analytics is not merged with any other Google data. Users can prevent the storage of cookies by changing their browser settings accordingly, however by doing so, the user, in this case, may not be able to fully use all the features of the website. Furthermore, users may prevent Google from collecting as well as processing the data produced by cookies and information about their usage of the website (including their IP address) by downloading and installing the following link for the browser-plugin: <http://tools.google.com/dlpage/gaoptout?hl=de>.
- 22.5 As an alternative to the browser add-on or while browsing using a mobile device, please click this link to prevent Google Analytics collecting data while on this website in future. With that, an opt-out cookie is stored on your device. If you delete your cookies, you must click the link again.

23.0 CCTV & Telephony Data

- 23.1 To ensure the smooth and safe running of Acorn Glade, certain areas are fitted with CCTV cameras. This is intended to help us maintain guest safety and for crime prevention purposes. CCTV cameras are visible in the designated areas with clearly marked signage. Our CCTV system

may capture vehicle number plates, but this information is only retained in a secure location for 28 days before being overwritten. Where necessary any CCTV footage may be shared with the authorities for law enforcement purposes and any footage or images may be used to exercise and defend our legal rights.

23.2 Telephone calls to Acorn Glade not recorded for training or monitoring purposes. Any voice mail messages left are deleted. We do not use any mobile phones to text or contact our guests and no data is retained to this effect.

24.0 Privacy update

24.1 Acorn Glade may change this policy from time to time by updating this page.

24.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

24.3 We may notify you of changes to this policy by email or through the private messaging system on our website.