

Privacy Policy for Loughview Log Cabins Ltd.

Effective Date: 12th June 2025

At Loughview Log Cabins Ltd., your privacy is important to us. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you use our website and services.

1. Who We Are

Loughview Log Cabins Ltd. is a holiday park and glamping company based in the United Kingdom, providing self-catering tourist accommodation. Our services include booking log cabins and other facilities via our website.

2. Information We Collect

When you interact with us, we may collect the following personal data:

- Contact Information: Name, email address, postal address.
- Booking Details: Check-in/check-out dates, number of guests, preferences.
- Payment Information: We process payments via PayPal. We do not store your card or banking details.
- Marketing Preferences: Your consent to receive promotional emails.
- Website Usage Data: IP address, browser type, pages visited, and other analytics data (via cookies or analytics tools).

3. How We Use Your Information

We use your personal information to:

- Process and manage bookings.
- Communicate with you about your reservation.
- Send booking confirmations and relevant updates.

- Improve our website and services.
- Send marketing emails (if you have opted in).
- Comply with legal and regulatory obligations.

4. Marketing and Communications

With your consent, we may send you occasional emails about:

- Special offers or promotions.
- News and updates about our holiday park.
- Surveys or customer feedback requests.

If you no longer wish to receive marketing communications, you can contact us at info@loughviewcabins.co.uk to request removal from our mailing list.

5. Payment Information

All payments made through our website are securely processed via PayPal. We do not collect or store your payment card details. Please refer to PayPal's Privacy Policy for further information.

6. Data Sharing and Disclosure

We will never sell or rent your personal data. We may share your data with:

- Service providers who help us run our business (e.g., booking platforms, marketing tools).
- Authorities or regulators if required by law.

All third-party providers are required to maintain the confidentiality and security of your data.

7. Data Retention

We retain personal data only for as long as necessary:

- For booking records: typically up to 6 years (for legal/tax reasons).

- For marketing: until you request to be removed from our mailing list.

8. Your Data Protection Rights

Under the UK General Data Protection Regulation (UK GDPR), you have the right to:

- Access your personal data.
- Correct inaccuracies.
- Request deletion (where applicable).
- Object to processing or withdraw consent.
- Lodge a complaint with the Information Commissioner's Office (ICO).

To exercise your rights, contact us at: info@loughviewcabins.co.uk

9. Cookies and Analytics

Our website uses cookies to improve functionality and user experience. You can manage your cookie preferences through your browser settings.

10. Changes to This Privacy Policy

We may update this policy from time to time. The latest version will always be available on our website with the effective date clearly shown.

11. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact:

Loughview Log Cabins Ltd.

Loughview Cabins Holiday Park

61 Shore Road

Strangford

BT30 7NW

Email: info@loughviewcabins.co.uk