



## Voewood privacy policy

This privacy policy provides general information on the way in which the personal information you provide is managed and processed by Voewood.

### **Data controller and contact details**

Voewood is the Data Controller for the personal data you provide. The contact details for you to exercise any of your data protection rights or to raise any concerns you may have regarding your personal data are:

Voewood  
Cromer Road  
High Kelling  
Holt  
NR25 6QS  
Email: [info@voewood.com](mailto:info@voewood.com)

Voewood is committed to protecting and respecting your privacy. This policy together with our terms and conditions explains to you how we process and store any personal data that we collect from our customers, guests and users of our services. Please read the following carefully to understand our practices regarding your personal data and how we will treat it. By visiting our website <https://voewood.com> you are accepting and consenting to the practices described in this policy.

### **Information we may collect from you**

Voewood will collect personal information from you when you visit our sites or when you send us information or communications. Personal information could include your name, address, telephone and mobile numbers, email address. This data is collected through website enquiry forms, booking forms, email correspondence, telephone or subscription to newsletters. This data can also come through other event enquiry websites that we are listed on. At Voewood, we need to process personal data to run our business efficiently and effectively. Therefore our lawful basis for collecting and processing this information is through contract. Below sets out the standards of how we will do this in compliance with the GDPR regulations.

## **How we collect personal information**

### **Contact information**

Your personal data will come through to us by the use of various voluntary services. This could be our online enquiry form on our website, telephone, email enquiries, or via subscriptions or newsletters. The information we collect from these enquiries are your first and last names, phone number and email address.

### **Information from third parties and social media platforms**

We will collect your personal information or data from third parties if you have given permission for that data to be shared. For example through other venue searches that we are listed with.

If you choose to voluntarily sign in or interact with our social media platforms, we will collect personal data relevant to that platform. This can include your usernames, profile picture etc.

### **Payment information**

When making payments to Voewood, we require your billing details such as your name, address, email and financial information corresponding to your selected method of payment. (e.g. credit card number, expiry date and bank account details)

### **Voluntary information**

This refers to personal data that you provide voluntarily when making purchases, filling in questionnaires, surveys or feedback forms. You will be given the option to opt out of these types of forms.

### **Technical information**

This includes the internet protocol (IP) address, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

## **How we use the information we collect**

Voewood uses the information to process any enquiries and provide a professional service for all our customers and guests. It is imperative that accurate records and information are kept to ensure the smooth running of our business and communication is key between Voewood and its clients in preparing for your event.

Communication can be in the form of emails, telephone calls or face to face meetings. We also use Personal Data to inform you of any changes to our services or venue.

## **Personal Data sharing**

Personal Data will only be shared with third party suppliers who have been selected by yourselves to plan your event and only with your consent. These third parties are required to have sufficient processes in place to ensure the security of your data.

We do not sell or disclose your personal information to other companies without your prior consent. We do not sell mailing lists to third parties.

## **Social media and other third parties.**

We use sites such as Facebook and Instagram to promote our venue and other third party sites such as venue finders. Such sites will hold their own privacy notices, so please ensure that you have read and understood them as Voewood cannot be responsible for how your data is collected and stored within those companies.

## **Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

## **The processing and storing of data.**

Voewood will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Unfortunately the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try and prevent unauthorized access.

We will not hold any information or data for any longer than is necessary.

## **Access to your Personal Data and complaints.**

Under 'The Data Protection Act 2018' you have the right to find out what information the government and other organisations store about you. Therefore upon request, we are legally obliged to provide you with the details of the information we hold about you.

In the event that you wish to complain about how we have handled your personal data, you can make a formal complaint to [info@voewood.com](mailto:info@voewood.com) in the first instance. If you are not satisfied with the handling of the complaint, then please contact the ICO and file a complaint with them

<https://ico.org.uk/concerns/handling/>

## **Changes to this privacy policy**

We may need to update this privacy policy from time to time. You will be notified of any changes that may occur whilst using our services and an updated policy will be sent to you accordingly.

At any time you have the right to request access to deletion of any personal information held by us.

If you have any questions regarding this Privacy policy, please contact [info@voewood.com](mailto:info@voewood.com)

By accepting this policy statement you consent to the use (including processing and storing), transfer and disclosure of your information and data referred to in this policy statement for the purposes set out in this policy statement.