

Privacy policy

Protecting your personal details. Updated May

Norfolk Broads Houseboats knows that you care how information about you is used, and we appreciate your trust in us to do that carefully and sensibly.

1. Collecting Information

We may collect Personal Data about you from a number of sources, including the following:-

From you when you request information or book a holiday with us , in which case this may include your contact details, bank or card payment details.

2 Using Your Personal Information

Personal data about our customers is an important part of our business and we shall only use your Personal Data for the following purposes and shall not keep such Personal Data longer than is necessary to fulfil these purposes:-

- To help us to identify you when you contact us.
- To allow us to contact you in any way including mail, email, or by telephone, about holidays offered by us if you have not 'opted out' of us contacting you.
- We may check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this.
- 2.2 We will not disclose your Personal Data to any third party except in accordance with this Privacy Policy.
- We may allow other people and organisations to use Personal Data we hold about you in the following circumstances:-
 - a. If we, or substantially all of our assets, are acquired or are in the process of being acquired by a third party, in which case Personal Data held by us, about our customers, will be one of the transferred assets.
 - b. If we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.
 - Where you give us Personal Data on behalf of someone else, you confirm that you have provided them with the information set out in this Privacy Policy and that they have not objected to such use of their Personal Data.
 - In connection with any future transaction which we enter into with you:

3 Protecting Information

We have strict security measures to protect Personal Data.

- We won't reveal your credit card numbers when confirming an order. We do, however, transmit the credit card number to the appropriate credit card company during order processing.
- We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.
- If you communicate with us using the internet, we may occasionally email you about our services and products.

- Please remember that communications over the internet, such as emails, are not secure unless they have been encrypted. Your communications may go through a number of countries before they are delivered – this is the nature of the internet. We cannot accept responsibility for any unauthorised access or loss of Personal Data that is beyond our control.

4 Cookies

To learn more about 'cookies' visit www.google.com/policies/technologies/cookies/

- Users typically have the opportunity to set their browser to accept all or some cookies, to notify them when a cookie is issued, or not to receive cookies at any time.
- Multiple cookies may be found in a single file depending on which browser you use.
- The cookies used on this website have been categorised based on the categories found in the ICC UK Cookie guide, as follows:
- Strictly necessary cookies:-

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you have asked for cannot be provided.

By using this website, you agree that we can place these types of cookies on your device.

5 Links

We do not provide any personally identifiable customer Personal Data to advertisers or third-party websites.

6 Further Information

If you would like any more information or you have any comments about our Privacy Policy, please either write to us at 6 Orchard Way, Fleggburgh, Great Yarmouth, Norfolk, NR29 3AY, or email us at holidays@watersideleisure.com.

We may amend this Privacy Policy from time to time without notice to you, in which case, we will publish the amended version on the Website. You confirm that we shall not be liable to you or any third party for any change to this Privacy Policy from time to time. It is your responsibility to check regularly to determine whether this Privacy Policy has changed.

You can ask us for a copy of this Privacy Policy and of any amended Privacy Policy.

If you would like access to the Personal Data that we hold about you, you can do this by emailing us at holidays@watersideleisure.com or be telephoning 01493 369997