

## Personal Data Privacy Notice [created April 2018/amended July 2020/ revised Feb 2026]

[created April 2018 by the NLA/NRLA, and adapted for use by At Home on Holiday, for its holiday property rentals in Spain, France and USA].

This notice explains what information I/we collect, when I/we collect it and how I/we use this.

During the course of our activities, I/we will process personal data (which may be held on paper, electronically, or otherwise) about you and I/we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how I/we will handle your information.

### **Who am I/We? – Simon Steiner, T/A At Home on Holiday, 47 Long St., Bulkington, Bedworth, CV12 9JZ**

I/we take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which was applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

I/we am/are notified as a Data Controller with the Office of the Information Commissioner under registration reference **ZB486041** and I/we am/are the data controller of any personal data that you provide to us. Our Data Protection Officer is **Simon Steiner [athomeonholiday@hotmail.co.uk]** Any questions relating to this notice and our privacy practices should be sent to Simon Steiner.

At Home on Holiday [AHOH] is the trading name for the holiday rental properties that are collectively owned by members of the Steiner family, and administered by Simon Steiner on behalf of the family – see [www.athomeonholiday.com](http://www.athomeonholiday.com) for further details.

Any questions relating to this notice and our privacy practices should be sent to Simon Steiner of At Home on Holiday [Email us at [info@athomeonholiday.com](mailto:info@athomeonholiday.com)].

### **How I/we collect information from you and what information I/we collect**

I/we collect information about you:

- From your enquiry and booking application to stay at one of holiday rental accommodation properties;
- From your agreement to rent one of our holiday rental properties, whether directly [as above, using our own application process], or through the enquiry/booking process of holiday property companies with whom we advertise [namely TripAdvisor and HomeAway].

I/ we collect and hold the following information about you as the Lead Renter:

- Your name, contact e-mail address and/or mobile telephone number, and home address (where applicable for correspondence purposes);
- Choice of rental property [with address and associated data, where applicable]; rental to/from dates, duration of rental, number of persons to stay at the property, and the source and date of the enquiry to rent;

- The total rental price and the net rental payment due [ie. net of any service fees and/or discounts], the booking deposit amount and date due, the booking balance amount and date due, the security bond amount and date due, the mode and date of payment for each amount paid, and the bank account details of you as the lead person [ account number and sort code/IBAN];

- The date on which pre-arrival information will be sent to you as the lead renter, the passport details of you as the lead renter and of each person in the party [full name, gender, passport number, country of issue, issue date, expiry date], and your party's travel arrival/departure information [airline/ flight numbers, arrival/departure times];

### **Why I/we need this information about you and how it will be used**

I/ we need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms and conditions of our holiday property rental offer and your booking with us;
- to enable us to provide you with the services and information for the holiday property which you have chosen to rent;
- to help you to maximise your holiday experience at our holiday rental property;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our provision which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

### **Sharing of your information**

The information you provide to me/us will be treated by me/us as confidential and will be processed only by any third party, acting on my behalf, within the UK/EEA. I/we may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If I/we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;
- To share your name, contact Email address and/or mobile telephone number, rental to/from dates, duration of rental, number of persons to stay at the property, and your party's travel arrival/departure information [airline/ flight numbers, arrival/departure times] with our keyholder at the property for the purposes of meet/greet on arrival and their services during your stay ;
- Unless required to do so by law, I/we will not otherwise share, sell or distribute any of the information you provide to me/ us without your consent.

### **Transfers outside the UK and Europe**

Your information will only be stored within the UK and EEA using backup data provider Dropbox or its equivalent

I/we may transfer your information outside the UK and/or EEA if Dropbox or its equivalent servers are located outside of UK and/or EEA.

Where information is transferred outside the UK or EEA, I/we will try to ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

### **Security**

When you give me/us information I/we take steps to make sure that your personal information is kept secure and safe. Computers are all password protected and hard copies are stored in a locked location.

### **How long we will keep your information**

I/we review my/our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (I/we may be legally required to hold some types of information), or as set out in any relevant contract I/we have with you.

### **Your Rights**

You have the right at any time to:

- ask for a copy of the information about you held by me/ us in my/our records;
- require me/ us to correct any inaccuracies in your information;
- make a request to me/ us to delete what personal data of yours I/ we hold; and
- object to receiving any marketing communications from me/ us.

If you would like to exercise any of your rights above please contact me/us at [info@athomeonholiday.com](mailto:info@athomeonholiday.com)

Should you wish to complain about the use of your information, I/ we would ask that you contact me/ us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to my/ our use of your information

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

The accuracy of your information is important to me - please help me/ us keep my/ our records updated by informing me/ us of any changes to your email address and other contact details

**Should you not agree with these terms please notify me [Simon] and I will amend your records accordingly.**

I \_\_\_\_\_ confirm receipt of these General Data Protection Regulation (GDPR) terms

Signed \_\_\_\_\_

Dated \_\_\_\_\_