

YOUR PRIVACY

This policy informs you of our processes regarding the collection, use and disclosure of Personal Information we receive from users of our website. It also relates to data collected via email, telephone, written and face-to-face correspondence with Kylesku Lodges (KL). We respect your privacy. Any personal information you provide to us including and similar to your name, address, telephone number and e-mail address will not be released, sold, or rented to any entities or individuals outside of KL.

When do we collect data from you:

- When you make a booking with KL
- When you request information and/or a quotation from KL
- When you opt in, subscribe or register to receive marketing literature from us (e.g. newsletters, mailers, etc)
- When you enter a competition or promotion via a third party and opt in to receive marketing updates from us

What information is collected:

We may ask you to provide us with Personal Information that can be used to contact or identify you. Personal Information may include, but is not limited to your name, address, email address and telephone number. We will only request personal information relevant to the product and/or service we are supplying.

Personal Information may be gathered when you register for newsletters and marketing updates and/or participate in competitions and promotions either through our own site or through a third party. We will only gather this information if we have your permission to do so.

How we use your Information:

We will use the Personal Information you provide to fulfil any bookings.

We will use the Personal Information you provide to contact you if we need to discuss any aspect of your booking, make an amendment and/or cancellation.

We will only collect relevant data and the data that we collect will only be used for the purpose for which it is collected.

External Sites

KL is not responsible for the content of external internet sites. You are advised to read the privacy policy of external sites before disclosing any personal information.

We will not share your Personal Information with a third party without your prior consent.

We will not sell your Personal Information.

Third Parties

When making a booking you will be directed to an ecommerce site (Supercontrol) to complete the transaction. Your Personal Information captured by these third-party sites will be used solely to fulfil your booking or purchase.

When making a booking or purchase using a credit or debit card you will be directed to the website of a secure card processing company. The credit card processing company does not use, share, retain or store this information other than to process payments in relation to your purchase.

We will not share your Personal Information with a third party without your prior consent.

We will not sell your Personal Information.

Our Privacy Policy should be read in conjunction with the Privacy Policies of the third parties who collect personal data on our behalf.

Supercontrol

We use SuperControl to manage our online booking process through our website. We have a written contract with SuperControl to ensure that they will process your data on our behalf in compliance with all applicable Data Protection Laws. If you purchase a holiday from us using a credit or debit card SuperControl will gather your card details using a secure third party card payment processing company. The credit card processing company does not use, share, retain or store this information other than to process payments in relation to your purchase.

[Supercontrol Privacy Policy](#)

Mailchimp is used for distribution of the Kylesku Lodges marketing mailers:

[Mailchimp Privacy Policy](#)

Communications

If you have registered to be kept informed of Kylesku Lodges news, developments, promotions and special offers, we may use your Personal Information to send you newsletters, marketing and/or promotional materials which we believe may be of interest to you.

You can unsubscribe from our mailing list at any time by following the unsubscribe link found in our mailers.

Consent

By disclosing Personal Information to us you consent to the collection, storage and processing of information in the manner described in this Policy.

Your Rights

Right of Access

You have the right to request access to the information we hold on record for you. We agree to respond within one month of such a request.

Right of Rectification

You have the right to request that information we hold on file for you be rectified if found to be incorrect. We agree to respond within one month of such a request.

Right of Erasure

You have the right to request that information we hold on record for you be removed from our systems if the Personal Information we hold is no longer necessary for the purpose for which it was originally collected or processed. We agree to respond within one month of such a request.

Security

Our security procedures for storing and disclosing customer details conform with the General Data Protection Regulation (GDPR).

Our site and correspondence sent out on our behalf may contain links to other websites. We are not responsible for the privacy practices of the owners and operators of these sites. We therefore encourage you to read the privacy policy on each site you visit prior to submitting personal information.

The security of your Personal Information is important to us, but no method of transmission over the internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Changes to this Privacy Policy

We reserve the right to update or change our Privacy Policy at any time. The most recent version of this policy will be posted on this page and you should therefore periodically review this page to ensure that you are happy with any changes. Any major changes will be noted in the Change Log and an email will be sent to all those currently opted in to receive updates from us. Minor changes will be noted in the Change Log. Your continued use of our services after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

Cookies

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we may use cookies to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Sites.

For any other information:

email: info@kyleskulodges.co.uk

tel: 01971 502223

mail: Kylesku Lodges, Kylesku, Lairg, Sutherland, IV27 4HW