

Disclaimer

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While we make every effort to keep the website running smoothly, Pencwm Escapes cannot be held responsible for temporary unavailability due to technical issues beyond our control.

Privacy Policy

At Pencwm Escapes, we are committed to protecting your privacy and handling your personal data responsibly. This policy outlines how we collect, use, and safeguard the information you provide when using our website, submitting an enquiry, making a booking, or entering a competition.

We may update this policy from time to time, and any changes will be posted on this page. This version is effective from 19th April 2025.

Information We Collect

When you contact us, make an enquiry, or place a booking, we may collect the following details:

- Full name
- Address and postcode
- Email address
- Telephone number
- Any additional information relevant to your enquiry or booking

How We Use Your Information

We use the information you provide to:

- Manage bookings and keep financial records
- Enhance our services and holiday experiences
- Send occasional promotional emails or offers we believe may interest you (with an option to unsubscribe at any time)

- Request feedback on your stay to help us improve
- You may be contacted by phone, email, or post.

Email Correspondence

All email communication from Pencwm Escapes is sent using Gmail, which supports secure transmission through Transport Layer Security (TLS). TLS is a technology that helps protect your messages as they travel across the internet, similar to sealing a letter in an envelope rather than sending a postcard.

When we send you an email, Gmail automatically encrypts it in transit—as long as your email provider also supports TLS. This helps ensure that your message cannot be easily intercepted or read while it's being delivered.

However, please be aware that:

- If your email service does not support TLS, messages may not be fully encrypted during transit.
- The security of your inbox also depends on your email provider and how you access your emails (e.g. via secure apps or browsers).

In addition to encryption, we scan all incoming and outgoing emails for viruses or malicious software. While we take precautions, it is your responsibility to ensure any information you send to us is legal and secure.

If you ever have concerns about email safety, feel free to get in touch or use an alternative contact method.

Social Media

We use social media to engage with potential and returning guests. If you send us a private or direct message through a platform such as Facebook or Instagram, your message will be stored according to the privacy policies of those platforms.

For more information, refer to:

- [Facebook Privacy Policy](#)
- [Twitter Privacy Policy](#)
- [Instagram Privacy Policy](#)
- [YouTube Privacy Policy](#)

Security and Data Protection

We take appropriate steps to ensure your information is secure. Both physical and digital safeguards are in place to protect your personal data in accordance with the UK GDPR (General Data Protection Regulation) 2018.

Sharing of Personal Data

Your personal data will never be sold or shared with third parties without your consent, unless we are legally required to do so.

We do work with trusted third-party service providers; such as booking systems, cloud storage, accountants, and email hosting services, who may hold your information as part of their service delivery. These partners are selected with data protection in mind.

For data requests, we may require written confirmation and identity verification.

The Greener Camping Club

Guests staying at Pencwm Escapes are required to join the Greener Camping Club (GCC), which we facilitate as part of your booking. We have a data-sharing agreement with the club, which only receives your name and email address.

You can read more about their privacy practices here: www.greenercamping.org/privacy/cssites

Data Retention

- Bookings: Information related to holiday bookings is retained for up to seven financial years in compliance with legal and financial regulations.
- General enquiries: Data from non-booking enquiries is typically stored for no more than 12 months.

Cookies and Website Tracking

- Our website uses cookies to help analyse traffic and user behaviour. Cookies are small text files stored on your device. They allow us to track how visitors navigate the site and improve functionality but do not give us access to your device or any personal data.
- You can accept or decline cookies through your browser settings.
- Our site may link to other websites which we think may be of interest. However, we cannot be held responsible for the content or data handling practices of those external sites.

Your Rights

Under the General Data Protection Regulation, you have the right to request access to any personal data we hold about you. If you'd like a copy of this information, or wish to update your preferences, please contact us directly. We may require verification to process your request.

You can opt out of marketing communications at any time by asking to unsubscribe via email.

If you have any questions about this policy or how your data is handled, don't hesitate to reach out.

Thank you,

The Pencwm Escapes Team

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