

## **Mas de la Serra Privacy Policy**

**Mas de la Serra (“we”, “our”, “us”), respect the privacy of our online visitors (“you”, “your”, “yours”) to our website ([www.masdelaserra.com](http://www.masdelaserra.com)) and we recognise the importance of protecting the information we collect.**

**Our Privacy Policy is provided to enable our online visitors and customers to be informed of how we use your information, and your data protection rights. By visiting our website you accept to the practices described here and in our Terms & Conditions.**

**Please note: while this policy applies to this website, it does not apply to any website, company or organisation to which we link. Please ensure you read the policies of other websites before submitting any personal information.**

**We collect personal data from you when you provide it to us directly through your use of our website ([www.masdelaserra.com](http://www.masdelaserra.com)). This information includes:**

- Information you provide to us when you use our website (e.g. your name and email address)**
- Information collected automatically, using cookies and other similar tracking technologies such as Google Analytics, when you use our website (e.g. pages you have viewed)**
- Billing information, if you make any purchases (e.g. credit or debit card)**
- Records of your interactions with us (e.g. if you contact us with a query)**

**We may also collect information about the device you use to access our website.**

**How do we use this personal data?**

**Depending on how you use our website, your interactions with us, and the permissions you give us, the purposes for which we use your personal data include:**

- To fulfil your booking or enquiry**
- To improve and maintain our website and monitor its usage**
- To send you marketing messages where we have your consent to do so**

- **For security purposes, to investigate fraud and where necessary to protect ourselves**
- **To comply with our legal and regulatory obligations**

**We rely on the following legal basis, under Data Protection Law, to process your personal data:**

- **Because the processing is necessary to perform a contract with you, or take steps prior to entering into a contract with you (e.g. where you have made a booking with us, we use your personal data to process the payment)**
- **Because we have obtained your consent (e.g. where you contact us with a query or if you consent to receive marketing from us)**

### **Marketing**

**We would like to keep in touch with you and so, depending on your marketing preferences, we may use your personal data to send you marketing messages via email.**

**If you no longer want to receive marketing communications from us, you can change your preferences at any time by clicking on the ‘unsubscribe’ link in any email.**

**If you unsubscribe from marketing emails, please note we may still contact you with service messages (e.g. order and delivery information).**

### **Who do we share this information with?**

**We share our customers’ personal data with third parties in the following circumstances:**

- **In exceptional circumstances, with law enforcement or other governmental authorities (e.g. to report a fraud or in response to a lawful request)**
- **In the event that we sell any business assets, the personal data of our customers may be disclosed to a potential buyer. In this event, we will make reasonable attempts to ensure the buyer will be bound by the terms of this Privacy Policy**

### **Where is my personal data kept and how long for?**

**We use service providers based around the world. Consequently, your personal data may be processed in countries outside of Europe, including in countries where you may have fewer legal rights in respect of your data than you do under local law. If we transfer personal data outside the European Economic Area we will, as required by applicable law, ensure that your privacy rights are adequately protected by**

**appropriate safeguards, in particular the EU's standard contractual clauses and the EU-US Privacy Shield. Please contact us if you would like more information about these safeguards.**

**We will keep your personal data for as long as we need it for the purposes set out above, and so this period will vary depending on your interactions with us (e.g. where you have made a purchase with us), we will keep a record of your purchase for the period necessary for invoicing, tax and warranty purposes.**

**We may also keep a record of correspondence with you. Where we no longer have a need to keep your information, we will delete it.**

### **Cookies**

**We use cookies and other similar tracking technologies to provide certain functionality on our website, to understand and measure its performance, and to deliver targeted advertising.**

### **Links to third party websites**

**Our website may contain links to websites operated by third parties. If you click on these links, you will leave our website, and your personal data will be processed in accordance with the privacy policies of the operators of those websites. The presence of such links to third party websites do not constitute any endorsement, sponsorship or recommendation by Mas de la Serra. You should always read the privacy policies of these websites.**

### **What are my data protection rights?**

**You have certain rights in respect of your personal data, including the right to access, correct and request the deletion of your personal data.**

**You also have the right to object to your personal data being used for certain purposes, including to send you marketing emails.**

**We will comply with any requests to exercise your rights in accordance with applicable law. Please be aware, however, that there are a number of limitations to these rights, and there may be circumstances where we are not able to comply with your request. To make any requests regarding your personal data, or if you have any questions or concerns regarding your personal data, you should contact us using the details below. You are also entitled to contact the UK Information Commissioner's Office.**

## **Contact Us**

**If you have any queries on any aspect of our Privacy Policy, please contact us;**

**By email**

[info@masdelaserra.com](mailto:info@masdelaserra.com)