

## **Privacy policy and our use of ‘cookies’**

This website uses Google Analytics to help analyse how visitors use the site. Google Analytics uses a few ‘cookies’, which are small text files placed on your computer, to collect standard internet log information and visitor behaviour information in an **anonymous** form. Similar anonymous information is also stored by our web server in standard internet logs.

We **do not collect any personally identifiable information** about you on this website unless you explicitly submit it using a fill-in form (such as our booking, enquiries and brochure request forms).

The anonymous information about your use of this website generated by Google Analytics cookies, including your IP address, is transmitted to Google and processed to compile aggregate statistical reports on activity for this website alone. We use these reports to evaluate visitor usage, which we consider essential to our business planning.

We will not link, or seek to link, an IP address with the identity of a computer user; similarly, Google will not associate your IP address with any other data they hold. The Google Analytics privacy overview provides more information about how it uses cookies and IP address information.

## **When you submit personal information**

If you choose to submit personally identifiable information using one of the fill-in forms on this website (such as our enquiries and brochure request forms) that information is sent to us by email.

We will show you a copy of the information you have submitted on a confirmation page, to print out for your records if you wish, but the information is not stored on our website. We will store it on our business PC and it may be printed out for our records.

Our online booking form and availability calendars are provided and processed by a trusted third party booking system, SuperControl, who use cookies as outlined in their own cookies information page to provide the booking service. They too use Google Analytics, as described above.

We will never share any of your personally identifiable information with a third party without your consent. We will not add you to our mailing list without your consent, and those on our mailing list may request to be removed at any time.

## **Guests’ comments**

We may use guests’ comments (for example, those written in the visitors’ book in the Coach House central area) for publicity purposes, but we will never disclose names or addresses without prior consent.

## **Other 3rd party cookies**

Videos on this site are embedded from YouTube, which is run by Google and also uses cookies. Our page is configured so that these cookies will only be triggered if you click to play the video. Please refer to the Google privacy policy for further information.