QUINTET COTTAGES

QUINTESSENTIALLY QUAINT AND QUIRKY

Privacy Policy

Please ensure you read and fully understand this Privacy Policy. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

This Privacy Policy describes how Quintet Cottages and its affiliates process personal information that we collect through the Quintet Cottages Platform.

1. Who is responsible for your information

Quintet Cottages, is the data controller for the personal information described in this notice. “We”, “us” and “our” mean that controller. Our contact details are quintetcottages@gmail.com and Treble Clef, School Green, Rushden, IP24 2SB

Booking platforms and other organisations may also decide how they use information for their own purposes. They are responsible for those uses under their own privacy notices. Where a provider processes information only on our instructions, it acts as our service provider.

2. Information we may use

The information depends on how you contact us and the services you use. It may include:

2.1. your name and contact details, such as email address and telephone number;
2.2. booking details, including the cottage, dates, number of guests, price, booking status and communications about the stay;
2.3. information needed to arrange arrival, access, housekeeping, maintenance, or respond to a request or complaint;
2.4. payment status, transaction references, amounts, refunds and limited billing details supplied by a payment provider. We do not intend to receive or store full card security details;
2.5. details about other people in your party only where they are provided or required for the booking, such as names or guest numbers.
2.6. information you choose to provide about accessibility or other needs. Some of this may reveal health information and is treated as sensitive personal information; and
2.7. technical information recorded by the website or booking service, such as device/browser data, IP address, cookie choices and pages visited, but only where those services actually collect it.

We do not intentionally collect precise GPS location, social-network friend lists, or app crash/location data unless a specific service is introduced and this notice is updated. Please do not send sensitive information unless it is relevant to arranging your stay.

3. Where information comes from

We receive information directly from you when you enquire, book, communicate with us, or stay. We may receive booking and contact details from a booking platform or other person making a reservation for you, and transaction or payment status from the booking platform, payment provider, or bank. If someone else provides your information, we will explain the source where required by law.

Our confirmed booking routes are: Airbnb, Booking.com and www.QuintetCottaged.co.uk. Providers' own privacy notices explain their separate collection and use of information.

4. Why we use it and our lawful bases

We use personal information only where a lawful basis applies.

Purpose	Typical information
Handle enquiries, quotations, bookings, payment administration, arrival and stay communications	Contact, booking and transaction details
Meet tax, accounting, consumer, safety or other legal duties	Relevant booking, transaction and incident records
Respond to complaints, protect the properties, prevent fraud, establish or defend legal claims, and keep proportionate business records	Relevant communications, booking and incident records
Send optional marketing	Contact details and preferences
Operate website cookies, analytics or similar tools, if used.	Online identifiers and usage data

You may have to provide information needed to make or manage a booking. If you do not provide it, we may be unable to confirm or fulfil the booking. Marketing choices are optional and do not affect your stay.

5. Who we share information with

We share only information reasonably needed for the relevant purpose. Depending on the arrangements confirmed for Quintet Cottages, recipients may include:

5.1. the booking channel through which you enquire or book (for example Airbnb or Booking.com, only if used);

5.2. payment providers and banks that process payments, refunds or payouts;
5.3. booking, pricing, property-management, website-hosting, email, calendar, IT support and security providers acting for us, including, PriceLabs for nightly pricing, JRM Creative Ltd for technical assistance.
5.4. people who help deliver the stay, such as cleaning, maintenance or emergency contractors, only where they need the relevant details;
5.5. professional advisers, insurers, regulators, law enforcement or courts where disclosure is required or reasonably necessary to protect rights or comply with law.

We do not sell guest personal information. Booking platforms, payment providers and some other services may use information under their own terms and privacy notices. Check those notices when using their services.

6. Cookies and similar technologies

The website; www.quintetcottages.co.uk may use cookies or similar technologies for essential functions and, if enabled, analytics or advertising. Non-essential cookies will be used only with valid consent where required. You can manage choices through your browser.

7. Marketing

If you subscribe to receive information from us regarding special offers, you can opt out at any time using the unsubscribe link or by contacting us at contactus@quintetcottages.co.uk. We will still send messages needed to manage an enquiry or booking.

8. How long we keep information

We keep information only as long as needed for the purpose for which it was collected, including to complete a stay, handle questions or disputes, meet legal and accounting duties, and establish or defend claims.

When information is no longer needed, it is securely deleted or anonymised where practicable. A limited copy may remain temporarily in protected backups until the normal backup cycle replaces it.

9. Security

We use appropriate practical measures to protect personal information against unauthorised access, loss, misuse or alteration. Access is limited to people and providers who need it. No method of electronic storage or transfer is completely secure, but we take steps proportionate to the information and risks.

10. Your data protection rights

Depending on the circumstances, you may have the right to:

10.1. ask for a copy of your personal information (access);
10.2. ask us to correct inaccurate or incomplete information;
10.3. ask us to erase information, where the legal conditions apply;

10.4. ask us to restrict how we use information in certain cases;
10.5. object to processing based on legitimate interests and to direct marketing;
10.6. receive certain information in a portable format, where the right applies; and
10.7. withdraw consent at any time where we rely on consent. Withdrawal does not affect processing already carried out.

These rights are not absolute. We may need to keep some records to meet legal duties or establish or defend claims. To make a request, contact contactus@quintetcottages.co.uk / Treble Clef, School Green, Rushford, IP24 2SB. We may ask for information to verify your identity and will respond within the period required by law.

You also have the right to complain to the UK Information Commissioner's Office (ICO): ico.org.uk/make-a-complaint/ or Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. We would appreciate the chance to address your concern first.

11. Changes to this notice

We may update this notice when our services or data practices change. The current version will be available at www.quintetcottages.co.uk and show its effective date. Where a change is significant, we will take appropriate steps to bring it to affected guests' attention.

Effective date: 09/11/2026