



QUINTET COTTAGES

QUINTESSENTIALLY QUAIN 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. Terminology

“the platform” refers to the Quintet Cottages website and associated platforms.

2. PERSONAL INFORMATION WE COLLECT

2.1 Information needed to use the Quintet Cottages Platform.

We collect personal information about you when you use the platform. Without it, we may not be able to provide you with all services requested.

2.2 Information Automatically Collected by Using the Platform and our Payment Services.

When you use the Platform and Payment Services, we automatically collect personal information. This information includes: Name, Address, Email, Phone & Children’s Ages, and possibly the following:

- **Geo-location Information.** Such as precise or approximate location determined from your IP address or mobile device’s GPS depending on your device settings. We may also collect this information when you’re not using the app if you enable this through your settings or device permissions.
- **Usage Information.** Such as the pages or content you view, searches for Listings, bookings you have made, and other actions on the Platform.
- **Log Data and Device Information.** Such as details about how you’ve used the platform (including if you clicked on links to third party applications), IP address, access dates and times, hardware and software information, device information, device event information, unique identifiers, crash data, cookie data, and the pages you’ve viewed or engaged with before or after using the Platform.
- **Payment Transaction Information.** Such as payment instrument used, date and time, payment amount, payment instrument expiration date and billing postcode, PayPal email address, IBAN information, your address and other related transaction details.

2.3 Personal Information We Collect from Third Parties.

If you link, connect, or login to the Platform with a third-party service (e.g. Google, Facebook, WeChat), you direct the service to send us information such as your registration, friends list, and profile information as controlled by that service or as authorised by you via your privacy settings at that service.

3. HOW WE USE INFORMATION WE COLLECT

We use personal information to:

- We collect such Non-personal and Personal Information for the following purposes:
- To provide and operate the Services;
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

4. OTHER IMPORTANT INFORMATION

4.1 Third-Party Partners & Integrations.

Parts of the platform may link to third-party services, not owned or controlled by Quintet Cottages, such as Google Maps/Earth, Opayo (for payments) and SuperControl (For booking information). Use of these services is subject to the privacy policies of those providers. Quintet Cottages does not own or control these third parties and when you interact with them you are providing your information to them.

4.2 Data Erasure.

In certain circumstances, you can request that your personal information be deleted. Please note that if you request the erasure of your personal information:

- We may retain and use your personal information to the extent necessary to comply with our legal obligations. For example, Quintet Cottages Payments may keep information for tax, legal reporting and auditing obligations.
- Information you have shared with others (e.g., Reviews, forum postings) will continue to be publicly visible on Quintet Cottages, even after your Quintet Cottages Account is cancelled. However, attribution of such information to you will be removed. Some copies of your information (e.g., log records) will remain in our database, but are disassociated from personal identifiers.
- Because we take measures to protect data from accidental or malicious loss and destruction, residual copies of your personal information may not be removed from our backup systems for a limited period of time.

4.3. SECURITY

While no organization can guarantee perfect security, we are continuously implementing and updating administrative, technical, and physical security measures to help protect your information against unauthorized access, loss, destruction, or alteration.

4.4. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this Privacy Policy at any time in accordance with applicable law. If we do so, we will post the revised Privacy Policy and update the "Last Updated" date (in the footer of this document).

For questions or complaints about this Privacy Policy or Quintet Cottages' handling of personal information, please email us.