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COOKIE AND PRIVACY POLICY

ROSEHILL LODGES

UPDATED DECEMBER 2021

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COOKIE POLICY

This policy sets out information about our use of Cookies and Privacy on our website.

"We" or "us" means ROSEHILL LODGES

Our registered address is ROSEHILL LODGES, ROSEHILL, TRURO, CORNWALL, TR48AR

"Website" means WWW.ROSEHILLLODGES.COM

We are registered with the Information Commissioner's Office as a data controller under number ZB102176.

If you wish to contact us, please click here reception@rosehilllodges.com

What is a cookie?

A 'cookie' is a type of data file that is stored on your device when you visit a website or perform actions while visiting a website. A cookie file contains information that is transferred to your device's memory which is recalled when you revisit our site, or when you perform certain actions on your device. Where we refer to a cookie in this policy, this incorporates similar tracking technologies.

Necessary Cookies

When you first visit our website, we only use necessary cookies. This means that additional cookies (called "Optional Cookies" in this policy) won't be used unless you agree to accept/enable all cookies, or select your own cookie preferences.

Optional Cookies

Optional cookies are used for analytical, performance, advanced functionality and advertising purposes. More information is set out in this policy. Optional cookies help us improve our website and we believe accepting all optional cookies provides you with the best user experience.

Cookies can be "First Party", i.e. set by us, or "Third Party", i.e. placed on your device by another organisation when you visit our website. Third-party cookies may be placed on your device by an organisation providing a service to us or by our business partners, so that they can advertise products and services to you on our website and elsewhere on the internet. Because of how cookies work, our website cannot access third-party cookies stored from other websites; nor can other organisations access the data in the cookies we use on our website.

Changing your preferences

You can select to accept/enable some or all of the optional cookies either within the settings of your own device or by selecting the option provided on our website.

How long will cookies stay on my device?

The length of time a cookie will stay on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Session cookies should expire when you stop browsing. Persistent cookies stay on your device until they expire after a set period or are deleted. For each of the cookies used on our website we have set out the duration in the tables below.

The Cookies we use on our website

Necessary Cookies

Necessary Cookies are cookies that are required for the operation of our website. They include, for example, cookies that allow page navigation or enable you to access certain areas of our website. Our website cannot function properly without these cookies. Necessary Cookies can only be disabled by changing your browser preferences but doing so may result in reduced or limited functionality of our website. In some circumstances our website may cease to function as intended if necessary cookies are disabled, deleted or otherwise altered. We do not accept any liability for any loss arising where necessary cookies are disabled, deleted or otherwise altered. **We use cookies provided by SuperControl in order to process online bookings. Details on how your data is stored can be found in this document under Privacy Policy.**

First-party cookies that are created by **SuperControl**:

- cookies with the name that starts: ASPSESSIONID: such cookies are created by our web servers to store session ID;
- sc_pp: this cookie holds some values related to the payment process;
- scenq: this cookie is used to store information related to potential errors that occurred;
- test: this cookie is used to check if cookies are enabled in the browser;
- csrf_token: this cookies contains random token that is used as an additional security measure. Such cookie is created only for selected sites;
- savebooking_: this cookie is used to store short information related to booking, to pass this data between the web requests.

Third-party cookies that can be created by third parties: **SuperControl**:

- cookies that names starts with incap_ses_, nlbi_, visid_incap_: these are cookies set by Web Application Firewall that we use to prevent various types of internet attacks and make our website secure;
- cookies that names starts with gat", "ga", "_gid", "utm", "__utm": such cookies are set by Google Analytics that we use to count page visits and traffic sources so we can measure and improve the performance of our site

Optional Cookies

We and third parties like to use cookies on this website to enhance your user experience, personalise content and advertisements, provide social media features, and analyse the traffic/visitor actions on our website. Optional cookies help us to provide you with the experience we intend to provide when you browse our website and also allow us to improve our website and the service we provide.

We need to obtain your consent to use Optional cookies; this is usually by way of a pop-up notice. As set out in this policy, you can change your preference at any time.

Advanced functionality, Analytics and Performance

We use advanced functionality cookies to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

We use analytical/performance cookies to enable us to recognise and count the number of visitors and to see how visitors use our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

We would like to use the following optional advanced functionality, analytics and performance cookies:

Cookie Name	Purpose	Controller	Further Information (including duration of cookie)
_ga	Google analytics, calculates visitor, session and campaign data and keeps track of site usage for the sites analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors	Google	For further information, please visit:http://www.google.com/analytics/
_gid	Google analytics, stores information on how visitors use a website, while also creating an analytics report of the websites performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously	Google	For further information, please visit:http://www.google.com/analytics/
_gat_UA-3574632-1	A variation of the _gat cookie set by Google analytics and Google Tag Manager to allow website owners to track visitor behaviour and measure site performance. The pattern element in the name contains the unique identity number of the account or website it relates to	Google	For further information, please visit:http://www.google.com/analytics/

Advertising

We do not currently use Advertising Cookies. Description: Advertising Cookies are third parties and display adverts that may be relevant to you. In order to do that we would need your consent to use advertising cookies. Even if you were not to accept our advertising cookies, where you have accepted advertising cookies on another website they may remain active on our website if we were to use them.

We use the following advertising cookies:

Cookie Name	Purpose	Controller	Further Information (including duration of cookie)
NONE USED	N/A	N/A	N/A

Social Media Cookies

We do not currently use social media cookies. Social Media Cookies allow you to share our website (or parts of it) on social media, however we do not currently use these.

Description: These cookies are likely to be analytical/performance cookies or targeting cookies. Please note that our social media platforms may use cookies over which we have no control and if you have consented to the use of those cookies elsewhere, as they are on your device without your consent, those cookies will be active. We cannot prevent this. To control the use of these cookies, you would need to contact the controller of that cookie.

We use the following social media platforms: Facebook, Twitter, Instagram

Cookie Name	Purpose	Controller	Further Information (including duration of cookie)
NONE USED	N/A	N/A	N/A

PRIVACY POLICY

By contacting us, using our services or visiting our website, which is owned and controlled by us ("our site"), you are accepting and consenting to the practices described in this policy unless you inform us otherwise.

Information we collect from you

We may collect and process the following data about you:

Information you give us.

You may give us information about you by filling in forms on our site or by corresponding with us by phone, e-mail or otherwise. This includes information you provide if you register to use our site, subscribe to our service, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, date of birth, financial information; personal description; dietary requirements; medical conditions; allergies; dependants personal information, next of kin details, employment status/history.

Information we collect about you.

With regard to visits to our site we may automatically collect the following information:

- technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;

- about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

<u>Information we receive from other sources.</u>

We may receive information about you from third parties such as online travel agents or booking engines. When that data is collected from you, you should be informed by those third parties at that stage that it may be shared internally by us and combined with data collected from multiple sources.

We also work with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

Rosehill Lodges December 2021