

Data Privacy Policy

Last updated: September 2026

We respect your privacy and are committed to protecting your personal information.

When you make an enquiry or booking for our holiday let, we may collect information such as your name, contact details, booking dates, payment information, and information needed to manage your stay.

We use your information only to:

- Process and manage your booking;
- Communicate with you about your stay;
- Provide relevant information and services;
- Meet legal, accounting and regulatory requirements; and
- Protect our property, guests and business where reasonably necessary.

We will not sell or rent your personal information to third parties. We may share information with trusted service providers where necessary to operate the holiday let, such as payment providers, booking platforms, cleaners or maintenance contractors. We require such providers to handle information appropriately.

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including any legal or accounting requirements.

Under UK data-protection law, you may have rights including access to your personal information, correction of inaccurate information, deletion in certain circumstances, and restriction or objection to certain processing.

If you have questions about how we use your information or wish to exercise your rights, please contact:

Balvonie House

Email: enquiries@balvoniehouse.com

Address: Balvonie House, Halketburn Road, PA17 5BP

If you are unhappy with how we have handled your personal information, you can contact the **Information Commissioner's Office (ICO)** at ico.org.uk.

We may update this policy from time to time. The latest version will be made available to guests on request or through our website.