



Low House Business Centre, Windermere, Cumbria, LA23 3NA

MATSON GROUND ESTATE COMPANY LTD

PRIVACY POLICY

Matson Ground Estate Company Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you interact with us.

INFORMATION WE COLLECT

We may collect and process the following data about you:

1. **Personal Identification Information:** Name, address, email address, phone number, date of birth.
2. **Financial Information:** Payment details, including credit/debit card information processed through Opayo (Elavon).
3. **Booking Information:** Details of your bookings made through Supercontrol for holiday lets.
4. **Property Management Information:** Information related to your tenancy, including lease agreements, rental history, and maintenance requests through Arthur online.

HOW WE USE YOUR INFORMATION

We use your information for the following purposes:

1. **To Manage Bookings and Tenancies:** To process and manage bookings for holiday cottages and to manage residential and commercial tenancies.
2. **To Process Payments:** To process payments securely through Opayo (Elavon).
3. **To Communicate with You:** To send you updates, confirmations, and other information related to your bookings or tenancy.
4. **To Improve Our Services:** To understand your needs and improve our services.
5. **Legal Compliance:** To comply with legal obligations and protect our legal rights.

SHARING YOUR INFORMATION

We may share your information with third parties in the following circumstances:

1. **Service Providers:** We may share your information with service providers who assist us in managing bookings, processing payments, and maintaining properties.
2. **Legal Requirements:** We may disclose your information if required by law or to protect our legal rights.

COOKIES

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies are small data files stored on your device that help us understand how you use our site and improve its functionality.

1. Types of Cookies We Use:

- **Essential Cookies:** These cookies are necessary for the website to function properly and cannot be switched off in our systems.
 - **Performance Cookies:** These cookies help us understand how visitors interact with our website by collecting and reporting information anonymously.
 - **Functional Cookies:** These cookies enable the website to provide enhanced functionality and personalization.
 - **Targeting Cookies:** These cookies may be set through our site by our advertising partners to build a profile of your interests and show you relevant ads on other sites.
2. **Managing Cookies:** You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect the functionality of our website.

DATA SECURITY

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

YOUR PRIVACY RIGHTS

You have the right to:

1. **Access Your Information:** Request a copy of the personal data we hold about you.
2. **Rectify Your Information:** Request correction of any inaccurate or incomplete data.

3. **Erase Your Information:** Request deletion of your personal data, subject to legal obligations.
4. **Restrict Processing:** Request restriction of processing your personal data under certain conditions.
5. **Data Portability:** Request transfer of your data to another organization.

CONTACT US

If you have any questions about this Privacy Policy or our data practices, please contact us at:

Matson Ground Estate Company Ltd

Low House Business Centre, Windermere LA23 3NA

office@matsonground.co.uk

01539445756

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

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| Created | January 2018 |
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