

An overview of how we collect and use your information

This is an overview of:

- the types of information we collect about you
- how we collect and use it
- who we might share it with
- the steps we'll take to make sure it stays private and secure
- your rights to your information.

Who we are

When we say 'we', we mean:

Hotel Narrowboats Ltd, who is the data controller for bookings, marketing and social media. The data controller is responsible for deciding how your information is used and ensuring it is private and secure.

The information we collect

We only collect information about you, from you, when you are enquiring or making a booking.

We'll only collect information for what is needed to complete your enquiry or booking and to ensure we fulfil your needs whilst on board the Duke & Duchess. You're responsible for making sure you give us accurate and up to date information. If you provide information for another person during the booking stage, you'll need to tell them about our Privacy Notice and make sure they agree to us using their information for the purposes set out in it.

How we'll use your information

We'll use it to support your holiday on board the Duke & Duchess ensuring your cruise meets your expectations, needs and for your safety on board. Examples of how we'll use your information are:

- to confirm your identity and address
- to carry out your instructions
- to inform your next of kin should there be an incident
- to improve our products and services
- to make you aware of special offers on upcoming cruises.

We'll only use your information where we're allowed to by law e.g. carrying out an agreement we have with you, fulfilling our commitment to deliver a wonderful holiday.

Who we can share your information with

We DO NOT share your information.

How long we'll keep your information

We'll keep your information up to the last day of your cruise. After that, we'll only keep your name, address and contact details if you give us your permission, allowing us to give you upcoming information.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it, to make a complaint etc.