

Privacy Policy – Stephenson Properties (York) Ltd

Stephenson Properties (York) Ltd respects your privacy and is committed to ensuring that it is protected. Should we ask you to provide personal information you can be assured it will only be used in accordance with this privacy policy.

Stephenson Properties (York) Ltd provides this Privacy Policy to inform you of our policy and practices and of the choices you can make about the way your information is collected and used.

From time to time, Stephenson Properties (York) Ltd may change this policy by updating this page. You should check this page periodically to ensure that you are happy with any changes. This policy is effective 25 May 2018 and has taken the General Data Protection Regulations (GDPR) Legislation into account.

By providing us your personal data you consent to its collection, processing and transfer in accordance with this policy.

- **Information collection and use**

We collect and use your data to ensure that we provide you with the best possible level of service when you interact with Stephenson Properties (York) Ltd.

This may include, but is not limited to the following:

- Providing reservation services
- Processing your booking and confirming your booking details
- Communication with you
- Dealing with any requests you make
- Maintaining information as a reference tool for guests
- Following up to ensure everything was as per your requirements
- Notifying you about new offers or facilities and services
- Getting in touch to advise you of a change to our policies or issues with a service/facility
- We also use it for business, regulatory and legal purposes, such as health and safety (e.g. Registration forms so we can account for guests in our accommodation)

We may collect the following information:

- name
- contact information including email address, postal address and telephone number
- credit or debit card payment information
- car registration number
- allergy information for guests

The above is not an exhaustive list of the type of information collected.

We do not collect extra information about our visitors from other sources, such as public records or bodies, or private organisations.

- **Why we collect the information**

Your information helps us understand your needs.

It allows us to provide you with our service and continue to do so.

It helps us provide you with a better service.

It helps us improve our products and services.

It means we can keep you up to date with regards to new products, special offers of information using the email address you have provided.

It means we can contact you by email, phone, or mail.

You can choose not to receive further information from us by emailing us at info@franklinsapartments.com

- **Can I delete my data?**

Yes. You can request we delete any information we hold on you at any time. Please make your request in writing to Stephenson Properties (York) Ltd, 4 Franklins Yard, Fossgate, York, YO1 9TN providing two copies of your ID e.g.

- Passport
- Driving licence
- Birth certificate
- Utility bill (from the last three months)
- Current vehicle registration document
- Bank statement (from the last three months)
- Rent book (from the last three months)

Bear in mind if you request us to delete your data from Stephenson Properties (York) Ltd it will mean that we have to ask for your information each time you may a booking.

- **Do you share my data with other organisations?**

No. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law.

We may disclose your personal information if we are asked to do so by the police or any other regulatory or Government authority investigating suspected illegal activities.

We may use third parties' platforms to provide certain services e.g. online bookings. All partners are selected on the basis they are compliant with current legislation and do not sell, distribute or release your personal information.

- **How can I see what data you have about me?**

To request a copy of your data and have any mistakes corrected please write to Stephenson Properties (York) Ltd, 4 Franklins Yard, Fossgate, York, YO1 9TN or email your request to info@franklinsapartments.com providing two copies of your ID from the list below;

- Passport
- Driving licence
- Birth certificate
- Utility bill (from the last three months)
- Current vehicle registration document
- Bank statement (from the last three months)
- Rent book (from the last three months)

- **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

- **Security**

We do not give visitors to our site the option of using a secure transmission method to send us their personal data, unless otherwise indicated. Accordingly, your attention is drawn to the fact that any information carried over the Internet is not secure; information can be intercepted, lost, redirected, changed and read by other people.

All our employees and data processors, who have access to and are associated with the processing of personal data, are obliged to respect the confidentiality of our visitors' personal details.

When you e-mail us please remember that the content of your e-mail is unsecure and could be intercepted. Accordingly, please keep the amount of confidential information to a minimum and we will do likewise when we reply. Please do not under any circumstances send payment or financial information via email.

The internet is a global environment; therefore using it to collect and process your personal data involves the transmission of this data on an international basis. By browsing our site and communicating with us electronically, you are automatically acknowledging and agreeing to our processing of personal data this way.

- **Cookies**

A cookie is a small piece of information sent by a web server to a web browser; this then enables the server to collect certain information from the selected browser.

We use cookies and other technologies to improve our service and enable the use of third-party services such as software and maps.

The full details of all the cookies we use are detailed below.

When you leave our website or click on links that lead to external websites, we are unable to control what cookies are set in any way. You will need to set your cookie preferences for those sites as well.

- **Feedback, including comments and questions**

We value your comments and opinions. If you have any comments or questions about Stephenson Properties (York) Ltd, use of your information or about this Privacy Policy, please send an e-mail to info@franklinsapartments.com

When you send us or provide us with personal information via e-mail (that is, in a message containing a question or comment, or by filling out a form that e-mails us this information) or via telephone, we use it to respond to your requests.

If you e-mail us, or give us your e-mail address, we will keep a record of it. We may use it to contact you occasionally about other products and services which may be of interest to you, unless you ask us not to do so.

Cookies

A cookie is a small piece of information sent by a web server to a web browser; this then enables the server to collect certain information from the selected browser. This information may include:

- Storing information about users' preferences, users' location and other details
- Protecting users' data from unauthorized access
- Maintaining certain websites' functionality
- Serving personalised ads to users and to make advertising more effective
- Collecting Google Analytics data and other tracking data

How to control and delete cookies

If you want to restrict or block the cookies we set, you can do this through your browser settings. The 'help' function within your browser should tell you how.

Please visit www.aboutcookies.org, which contains comprehensive information on cookies on a wide variety of browsers. You'll also find details on how to delete cookies from your computer. To learn about controlling cookies on the browser of your mobile device please refer to your handset manual.

Disabling the cookies for this site may restrict the functionality and your use of our site.

Third Party Cookies

Cookies are set on some of the pages on www.franklinsapartments.com by third party products and services such as software and maps. Some of these services may set cookies in your browser. Cookies used on this website are:

Google Analytics

Google's Privacy Policy

Opt out of Google Analytics

Cookie Name	Data Stored	Purpose	Expires
__utma __utmb __utmc __utmv __utmz	A random unique number or string of letters and numbers to identify your browser, the times and dates that you interacted with the site recently and the marketing materials or referring pages that led you to the site.	Google Analytics is a web analytics service provided by Google, Inc. ("Google"), to help us see how our website is used. In doing so information about your use of our website, including your IP address, may be transmitted to Google and stored on servers in the United States. The data collected by Google Analytics is used to analyse how frequently the same people revisit our website, how the website is found (from advertising or referring websites), and which pages are most frequently viewed. This information is combined with data from thousands of other users to create an overall picture of website use, and is never identified individually or personally and is not linked to any other information we store about you.	The longest lasting cookie expires 2 years after your last visit to the website. Others are deleted after 6 months, 30 minutes and the moment you close your browser.

Google Maps

Cookie Name	Data Stored	Purpose	Expires
APISID CONSENT HSID NID SAPISID SID SIDCC SSID	Various unique identifiers	Google set a number of cookies on any page that includes a Google Map. While we have no control over the cookies set by Google, they appear to include a mixture of pieces of information to measure the number and behaviour of Google Maps users.	Most of the cookies expire 10 years after your last visit to a page containing a Google Map.

Hotjar

We use [Hotjar](#) in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website). Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user. For further details, please see Hotjar's privacy policy by clicking on [this link](#).

You can opt-out to the creation of a user profile, Hotjar's storing of data about your usage of our site and Hotjar's use of tracking cookies on other websites by following this [opt-out link](#).