

Privacy Policy

Last updated: 22 August 2026

At **Our Happy Place**, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains what information we collect, why we collect it, how we use it and the rights you have over your personal information.

1. Who We Are

Our Happy Place Scratby, trading as **Our Happy Place**, provides privately owned holiday accommodation at Summerfields Holiday Park, Scratby, Norfolk.

For the purposes of UK data protection law, Jenny Wild, trading as **Our Happy Place Scratby**, is the data controller responsible for the personal information we process.

We are registered with the Information Commissioner's Office (ICO).

ICO Registration Number: ZC077211

If you have any questions about how we use your personal information, you can contact us using the details at the bottom of this policy.

2. Information We Collect

When you contact us, submit a booking request or make a direct booking, we may collect:

- Your name
- Email address
- Telephone number
- Address, where required
- Requested and confirmed stay dates
- Number of guests
- Information about other guests where necessary for your booking
- Booking and payment information
- Messages and correspondence between you and us
- Information relating to damage deposits, refunds or cancellations
- Any other information you choose to provide in connection with your enquiry, booking or stay

Our website may also collect limited technical information about your visit, such as your IP address, browser, device and how you interact with the website.

3. Why We Use Your Information

We use personal information where necessary to:

- Respond to enquiries.
- Check availability and provide prices.
- Process booking requests.
- Confirm and manage bookings.
- Communicate with you before, during and after your stay.
- Provide arrival, access and departure information.
- Process payments, damage deposits and refunds.
- Deal with damage, lost property, complaints or other issues relating to a stay.
- Maintain appropriate booking and financial records.

- Protect Our Happy Place and our guests.
- Meet our legal and regulatory obligations.
- Operate and maintain our website.

4. Our Lawful Bases

Under UK data protection law, we must have a lawful basis for processing your personal information.

Depending on the circumstances, we may rely upon:

Contract — where processing is necessary to take steps at your request before making a booking or to fulfil our agreement with you.

Legal obligation — where we need to process or retain information to comply with the law.

Legitimate interests — where processing is reasonably necessary to operate and protect Our Happy Place, manage bookings and respond to guests, provided those interests do not override your rights.

Consent — where we specifically ask you to consent, such as for certain marketing communications or non-essential cookies.

5. Payments

Direct-booking payments may be made using the payment methods we make available to you.

We may retain information showing the amount paid, payment date, booking reference and whether a refund or damage-deposit return has been made.

Where payment is processed by a bank or third-party payment provider, that organisation will process your financial information under its own privacy policy.

We do not intentionally collect or store full debit or credit card details ourselves.

6. Airbnb & Other Booking Platforms

If you book Our Happy Place through a third-party booking platform such as Airbnb, that platform also collects and processes personal information in accordance with its own privacy policy.

We may receive information from the platform where necessary to administer your booking, communicate with you and provide your stay.

Any personal information subsequently processed by us will be handled in accordance with this Privacy Policy.

7. Who We May Share Information With

We do not sell your personal information.

Where necessary, information may be shared with organisations that help us provide our accommodation and services, including:

- Website hosting and technology providers
- Booking and website-form providers
- Banks and payment providers
- Summerfields Holiday Park where necessary in connection with your stay
- Insurers or professional advisers where necessary
- Government, regulatory or law-enforcement authorities where we are legally required to do so

We only share information where there is a legitimate reason to do so and only the information reasonably necessary for that purpose.

8. How Long We Keep Your Information

We will only keep personal information for as long as reasonably necessary for the purpose for which it was collected.

Some booking, transaction and financial records may need to be retained for longer periods to meet tax, accounting or other legal obligations.

When personal information is no longer required, it will be securely deleted or anonymised where appropriate.

9. Marketing

Making an enquiry or booking **does not automatically subscribe you to marketing.**

If we offer email, text or other direct marketing, we will obtain consent where required.

You can unsubscribe or ask us to stop sending marketing communications at any time.

10. Cookies & Website Technology

Our website may use cookies and similar technologies that are necessary for the website to operate correctly.

We may also use optional cookies or technologies for purposes such as analytics.

Where consent is legally required, non-essential cookies will not be placed until you have made your choice.

You can manage your preferences using any cookie controls provided on our website and through your browser settings.

11. Keeping Your Information Secure

We take reasonable technical and organisational measures to protect personal information against unauthorised access, alteration, disclosure, loss or misuse.

However, no website, internet transmission or electronic storage system can be guaranteed to be completely secure.

12. Your Data Protection Rights

Depending on the circumstances, UK data protection law gives you rights relating to your personal information, including the right to:

- Ask what personal information we hold about you.
- Request a copy of your personal information.
- Ask us to correct inaccurate or incomplete information.
- Ask us to delete information in certain circumstances.
- Ask us to restrict how information is processed in certain circumstances.
- Object to certain types of processing.
- Request the transfer of certain information where applicable.
- Withdraw your consent where processing is based on consent.

Some of these rights only apply in particular circumstances.

To exercise your rights, please contact us using the details below.

13. Children's Information

Bookings must be made by an adult aged **18 or over**.

We may receive limited information about children included within a booking where this is necessary to administer the stay.

We do not knowingly use children's personal information for direct marketing.

14. Links to Other Websites

Our website may contain links to third-party websites, including local attractions, Summerfields Holiday Park, social media platforms and booking providers.

Those organisations are responsible for their own websites and privacy practices. We recommend checking their privacy policies when visiting them.

15. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes to our website, booking arrangements or legal requirements.

The latest version will be published on our website and the **Last updated** date at the top of this page will be changed accordingly.

16. Contact Us

If you have any questions about this Privacy Policy, would like to exercise your data protection rights or have concerns about how your information has been handled, please contact:

Jenny Wild

Phone: 07368 190456

Email: jenny@OurHappyPlaceScratby.co.uk

ICO Registration Number: ZC077211

If you remain unhappy with how we have handled your personal information, you have the right to complain to the **Information Commissioner's Office (ICO)**.