

Privacy Policy

Garston House Farm – Mr & Mrs J Keeling

Last updated: 2 October 2026

1. Introduction

This Privacy Policy explains how Mr & Mrs J Keeling, trading as Garston House Farm, collect, use, store and protect personal information when you visit our website or contact us about our holiday accommodation.

We are committed to respecting your privacy and handling personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Our website provides information about our holiday accommodation and directs visitors to Sykes Cottages for booking arrangements. We do not accept direct holiday bookings through our website.

2. Who We Are

The data controller responsible for personal information collected through our holiday-let website and associated enquiries is:

Mr & Mrs J Keeling

Trading as: Garston House Farm

Business type: Partnership

Website: <https://www.garstonhousefarm.com>

Email: garstonhousefarm@gmail.com

For privacy-related enquiries, please contact us using the email address above.

3. Personal Information We Collect

The information we collect depends on how you interact with our website and business.

Website Visitors

When you visit our website, we may collect technical information such as:

- IP address.
- Browser type and version.
- Device information.
- Pages visited and website usage information.
- Information collected through cookies and similar technologies.

Enquiries

If you contact us directly, we may collect:

- Your name.
- Email address.

- Telephone number, if provided.
- Information included in your enquiry or correspondence.

We use this information to respond to your enquiry and manage any resulting correspondence.

Holiday Bookings

We do not accept direct bookings through our website.

All holiday bookings are made through Sykes Cottages. Booking information and payment details are provided directly to Sykes Cottages and are handled in accordance with its own privacy arrangements.

Enquiries and Holiday Bookings

All enquiries, questions and holiday bookings relating to Garston House Farm are handled through Sykes Cottages.

Our website provides information about the accommodation and directs visitors to Sykes Cottages for further information and booking arrangements.

We do not operate a direct enquiry form or accept direct bookings through our website.

When you contact Sykes Cottages or make a booking through its platform, your personal information is processed in accordance with its own privacy policy and data protection arrangements.

We do not collect your booking details or payment information directly through our website.

For further information about how Sykes Cottages processes personal information, please visit <https://www.sykescottages.co.uk/>.

4. How We Use Your Personal Information

We may use personal information to:

- Respond to accommodation enquiries.
- Provide information about Garston House Farm.
- Manage correspondence with prospective guests.
- Maintain and improve our website.
- Monitor website performance and usage where analytics are enabled.
- Maintain website security.
- Comply with legal and regulatory obligations.

We will only use personal information where we have an appropriate lawful basis under applicable data protection legislation.

5. Lawful Basis for Processing

Depending on the circumstances, we rely on the following lawful bases:

Legitimate Interests

We may process personal information where necessary for our legitimate business interests, including responding to enquiries, maintaining our website, managing correspondence and protecting our business operations.

We consider your rights and freedoms when relying on this basis.

Contractual Necessity

Where applicable, we may process information necessary to take steps at your request before entering into a contract or to fulfil contractual obligations.

Legal Obligation

We may process personal information where necessary to comply with legal or regulatory requirements.

Consent

Where consent is required, for example for certain non-essential cookies or tracking technologies, we will request your permission before processing your information.

6. Holiday Bookings Through Sykes Cottages

Garston House Farm does not operate a direct booking facility through its website.

All holiday bookings are made through Sykes Cottages.

When you follow a booking link from our website, you will be directed to the Sykes Cottages booking platform, where its own terms and privacy arrangements apply.

Sykes Cottages is responsible for explaining how it collects, uses and stores personal information through its booking systems.

We do not collect payment card details through our website.

For further information about Sykes Cottages, please visit:

<https://www.sykescottages.co.uk/>

7. Cookies and Website Analytics

Our website may use cookies and similar technologies to ensure the website functions correctly and to understand how visitors interact with it.

Cookies may be used for:

- Essential website functionality.
- Website performance and analytics.
- Improving the visitor experience.
- Remembering preferences.

Where required by law, we will obtain your consent before placing non-essential cookies on your device.

You can manage your cookie preferences through our website's cookie settings or through your browser.

Please refer to our Cookie Policy for further information.

8. Sharing Your Personal Information

We may share personal information with trusted third-party service providers where necessary to operate our website and business.

These may include:

Website Hosting Providers

Companies providing hosting, maintenance and technical support for our website.

Analytics and Cookie Providers

Where enabled, providers that help us understand website usage and improve performance.

Sykes Cottages

Sykes Cottages operates our holiday booking platform. Information you provide directly to Sykes Cottages is handled under its own privacy arrangements.

Professional Advisers and Authorities

Where necessary to comply with legal obligations, obtain professional advice or protect our legal rights.

We do not sell your personal information to third parties.

9. International Data Transfers

Some third-party service providers may process personal information outside the United Kingdom.

Where personal information is transferred internationally, we will ensure that appropriate safeguards are in place as required by applicable data protection legislation.

Further information can be requested using the contact details provided in this policy.

10. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including meeting legal and regulatory requirements.

Enquiries: Correspondence is retained for as long as necessary to respond to your enquiry, manage any resulting relationship and meet applicable legal requirements.

Website Technical Information: Retention depends on the nature of the information, the purpose for which it was collected and the settings of the relevant website services.

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

11. How We Protect Your Information

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

These measures may include access controls, secure systems, password protection and the use of reputable third-party service providers.

Although we take reasonable steps to protect personal information, no method of electronic storage or transmission is completely secure.

12. Your Data Protection Rights

Under applicable data protection legislation, you may have the right to:

- **Access:** Request a copy of the personal information we hold about you.
- **Rectification:** Request correction of inaccurate or incomplete information.
- **Erasure:** Request deletion of your personal information in certain circumstances.
- **Restriction:** Request that we restrict how we process your information in certain circumstances.
- **Objection:** Object to certain types of processing.
- **Data Portability:** Request the transfer of certain personal information where applicable.

To exercise any of these rights, please contact us at:

garstonhousefarm@gmail.com

We may need to verify your identity before responding to certain requests.

13. Children's Privacy

Our website is intended for a general audience and is not specifically directed at children.

We do not knowingly collect children's personal information for marketing purposes without appropriate authorisation.

If you believe a child has provided us with personal information inappropriately, please contact us so that we can investigate and take appropriate action.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website functionality, service providers or legal obligations.

The latest version will be made available on our website, together with the date it was last updated.

15. Contact Us and Complaints

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Mr & Mrs J Keeling

Trading as Garston House Farm

Email: garstonhousefarm@gmail.com

Website: <https://www.garstonhousefarm.com>

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled improperly.

Information Commissioner's Office

Website: <https://ico.org.uk/>

Telephone: 0303 123 1113