



# Privacy Policy

Pure Sage Holidays operates as a Holiday Let Property Management company including cleaning and laundry services. This privacy policy outlines how we collect, use, disclose, and protect the personal information of our customers.

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## Information We Collect:

We may collect the following types of personal information from customers:

**Contact Information:** Names, phone numbers, email addresses, and mailing addresses.

**Booking Details:** Details of the holiday let bookings, including property locations, dates, and specific cleaning preferences.

**Payment Information:** Billing information for processing payments.

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## How We Use Your Information:

We use the collected information for the following purposes:

**Service Provision:** To provide Holiday Let Property Management, Cleaning and Laundry services for holiday let properties as per customer preferences.

**Communication:** To communicate with customers regarding service updates, scheduling, and inquiries.

**Billing:** To process payments for our services.

**Improvement of Services:** To analyse customer preferences and feedback to enhance our services.

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## Data Security:

We implement reasonable security measures to protect the confidentiality and security of personal information. However, no method of transmission over the internet or electronic storage is entirely secure, and we cannot guarantee absolute security.

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## Sharing of Information:

We do not sell or rent customer information to third parties. However, we may share information with third-party service providers who assist us in delivering our services (e.g., payment processors).

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## Your Choices:

Customers can opt-out of receiving non-essential communications from us. However, certain communications are necessary for the provision of services.

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## Access to Information:

Customers can request access to their personal information and request corrections or deletions. To make such requests, please contact us via telephone.

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## Changes to the Privacy Policy:

We reserve the right to update this privacy policy to reflect changes in our practices. The updated policy will be posted on our website, and customers are encouraged to review it periodically.

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## Contact Information:

If you have questions or concerns about our privacy policy, please contact us via email on [info@puresageholidays.co.uk](mailto:info@puresageholidays.co.uk). By using our services, you agree to the terms outlined in this privacy policy.

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Pure Sage Holidays Limited ~ Registered Office: 8-10 Queen Street, Seaton Devon EX12 2NY

Company Registration Number: 15729361 (Registered in England and Wales)

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This document and the information contained herein are subject to the terms and conditions specified within.