



Rookery Meadow
Rookery Farm
St Margaret South Elmham
Harleston
Norfolk
IP20 0PN

Rookery Meadow – Privacy Notice

Overview

This Privacy Notice tells you how Rookery Meadow looks after your personal data. Personal data includes your email address, name, address, telephone number, gender and any other personal data that you may provide in relation to your wedding / event enquiry or booking.

Information we collect

We collect the following information about you:

- Your name and email address when you enter them into the 'Contact' form on our website www.rookerymeadow.co.uk
- Your name and email address when you email info@rookerymeadow.co.uk
- Your name email address and telephone number if you make a telephone enquiry
- Your name, email address, telephone number and home address when book the venue
- Information about your gender, religion or sexual orientation when you book the venue
- Payment details so we can process your deposit and balance
- Images of you if you attend a wedding or event as a guest, supplier or client

How we use your personal information

- Rookery Meadow will use your details to respond to your enquiry and communicate with you about your wedding plans when you hire the venue.
- When booking the venue, you will be asked to sign a hire agreement that includes providing personal information to secure your booking, including payment details.
- Upon hiring the venue, Rookery Meadow will use your details to contact you about your wedding preparations and to manage your event. We will also use your details to seek and record your feedback. We may contact you after your event to seek further feedback and/ or to invite you back to the meadow for a visit.
- Your feedback and details of your wedding may be used on our website, social media pages or other promotional material. We will only include your personal details (e.g. name) with your consent, otherwise any comments will be anonymised.
- Hire of Rookery Meadow includes help and support liaising with suppliers to gain quotes and arrange bookings for facilities (e.g. marquees, caterers). Rookery Meadow will contact suppliers on your behalf and will provide your name and the date of your wedding at the enquiry stage for administration purposes. If you choose to book a supplier's services, Rookery Meadow will share information including your name, address, telephone number and email address with the supplier so that you

can book the supplier's services. Rookery Meadow cannot be held liable for how third parties process your personal data.

- Rookery Meadow will not share your payment details with any third party. All payments for services will be made directly between you and your chosen supplier.
- The email address info@rookerymeadow.co.uk is linked to the email account gemmawalpole@hotmail.co.uk – by emailing info@rookerymeadow.co.uk you are agreeing to receive emails from gemmawalpole@hotmail.co.uk – these emails will only be in response to your enquiry and to communicate with you about your booking of Rookery Meadow.

Photographs

- Rookery Meadow may take photographs during visits, events or during the period of hire. These images may be used for marketing purposes, including showing other couples during viewings and visits, being posted on our website or on our social media pages. Rookery Meadow will seek consent to use images that feature identifiable individuals or children, unless they are in group shots, are taken from behind, or where an individual is not clearly identifiable.
- We will not use any individual images of children unless we have consent from a parent or guardian.
- Rookery Meadow may use images taken by a third party (e.g. the hirers, guests or a photographer) on our website, social media or other marketing material.

Storage

- Rookery Meadow will store your data securely on computer and paper files. These have appropriate security and access restriction in place.
- Our website is hosted in the US with DreamHost - <https://www.dreamhost.com> which operates with high security in line with the law.
- Rookery Meadow's website www.rookerymeadow.co.uk, quotes and planning documents may include links to other websites. These websites are out of our control and the operators may use your details in different ways to those stated in this Privacy Notice.
- Rookery Meadow will store your data for as long as necessary in order to process your enquiry and provide a service if you choose to hire the venue. We will not hold data for longer than seven years, unless after hiring the venue you wish to remain in contact, for example in order to visit the meadow to celebrate your anniversary.

Cookies

- Our website www.rookerymeadow.co.uk uses both essential and non-essential cookies. Cookies are very small files downloaded onto your device. Cookies can be used to uniquely identify individuals so are considered personal data. We will only use non-essential cookies for analytical purposes such as tracking how many people visit our site, or how content is shared on other platforms such as Facebook. You will be able to consent to cookie use when you first visit our site. Your choice will be remembered for the next 12 months, after which you will be asked to consent again.

This Privacy Notice was last updated on 22nd April 2018