

Privacy Policy

Last updated: July 2026

1. Who we are

Ardlui Retreat (“we”, “us”, or “our”) is the data controller responsible for your personal data. Our address is:

Ardlui Retreat

Arrochar
G83 7DT
Scotland, United Kingdom

Telephone: 01301 522110

Email: stay@ardluiretreat.co.uk

This Privacy Policy explains how we collect, use, and protect your personal data when you visit our website, make a booking, stay with us, or interact with us in any other way.

2. The personal data we collect about you

We may collect and process the following types of personal data:

- **Identity and contact data** — name, address, email address, telephone number, and date of birth.
- **Booking and stay data** — booking details, dates of stay, number of guests, special requests, and vehicle registration numbers (via ANPR).
- **Payment and security data** — credit or debit card details (or secure token/reference), security deposit amounts, and any additional charges.
- **Identification data** — copies or details of photo identification (such as driving licence or passport) provided at check-in for identity and age verification.
- **CCTV and ANPR data** — images and video footage from our CCTV system, and vehicle registration marks (VRMs), timestamps, and images captured by our Automatic Number Plate Recognition (ANPR) cameras.
- **Technical and usage data** — IP address, browser type, operating system, pages visited, and referring website (via cookies and analytics tools).
- **Communications data** — information you provide when you contact us, complete forms, leave comments, or speak to us by phone (calls to Reception, Lodges, and Main Residence may be recorded for training, security, and quality purposes).
- **Special category data** — we generally do not collect sensitive personal data unless you voluntarily provide it (for example, accessibility or dietary requirements). We will only process this data with your explicit consent or where necessary to protect your vital interests.

3. How we collect your personal data

We collect personal data in the following ways:

- Directly from you when you make a booking, contact us, complete forms, or stay with us (including at check-in when we take photo ID and card details).
- Automatically through our website (cookies and analytics).
- From third parties, including our booking system provider.
- Through our CCTV and ANPR systems when you visit our premises.

4. How we use your personal data and our lawful bases

We use your personal data for the following purposes and rely on the lawful bases shown:

Purpose	Lawful Basis
To process and manage your booking and stay	Performance of a contract
To provide our services (accommodation, facilities, activities)	Performance of a contract / Legitimate interests
To communicate with you about your booking or stay	Performance of a contract / Legitimate interests
To verify your identity and age at check-in	Legitimate interests / Legal obligation (where applicable)
To hold a security deposit and recover any damages or additional charges	Performance of a contract / Legitimate interests
Security, prevention of crime, and protection of our guests, staff, and property	Legitimate interests
Monitoring vehicle access and managing guest parking (ANPR)	Legitimate interests / Performance of a contract
Improving our website, services, and customer experience	Legitimate interests
Complying with legal and regulatory obligations	Legal obligation
Recording phone calls for training and quality purposes	Legitimate interests

Where we rely on **legitimate interests**, we have carried out balancing tests and are satisfied that our interests do not override your rights and freedoms.

5. CCTV and Automatic Number Plate Recognition (ANPR) / Number Plate Recognition (NPR) Cameras

CCTV

Our CCTV system covers communal and external areas. Images of recognisable individuals constitute personal data. The purposes are to increase the personal safety of guests and staff, support health and safety measures, and protect our buildings, assets, and property from intrusion, theft, vandalism, or damage. We may also use footage to establish, exercise, or defend legal claims.

ANPR / NPR Cameras

We also operate Automatic Number Plate Recognition (ANPR) cameras. One camera focuses primarily on general site security. The other monitors guest vehicle arrivals and departures. We capture vehicle registration marks (VRMs), timestamps, and vehicle images. This data helps us manage vehicle access, associate vehicles with current bookings, and enhance security.

Retention

- CCTV and security ANPR data is retained for a maximum of 28 days on a rolling basis, unless required longer for an incident, investigation, complaint, or legal claim.
- Guest vehicle ANPR data is deleted or cancelled at the end of your stay (upon checkout or departure), unless longer retention is necessary for the reasons above.

Access to all recordings is restricted to authorised personnel only. We may share footage with law enforcement or competent authorities where legally required. We do not use this data for marketing. Full details are also set out in our Terms & Conditions.

6. Cookies and similar technologies

We use cookies and similar technologies on our website. Some are essential for the site to function; others help us understand how visitors use the site and improve performance.

You can manage your cookie preferences through your browser settings. For more information, please see our Cookie Policy or contact us.

7. Who we share your personal data with

We may share your personal data with:

- Our third-party booking and payment providers (currently using a secure online booking system).
- Service providers who help us operate our business (IT support, maintenance, activity providers, etc.).
- Professional advisers (lawyers, accountants, insurers).
- Law enforcement or regulatory authorities, where required by law.
- Any other party where we have your consent or a legal obligation.

We only share data with third parties who have appropriate security and confidentiality measures in place. We do not sell your personal data.

8. International transfers

We do not routinely transfer your personal data outside the UK. Where any transfer is necessary, we will ensure appropriate safeguards are in place in accordance with UK GDPR.

9. How long we keep your personal data

We retain personal data only for as long as necessary for the purposes for which it was collected, or to comply with legal, accounting, or reporting requirements.

- **Booking and guest data:** typically retained for 6 years after your stay for legal and accounting purposes.
- **Credit/debit card details:** We do not store full card numbers. Any pre-authorisation or security deposit is released as soon as possible after your stay ends (or after any claim is resolved). Card details are securely processed and deleted or tokenised promptly.
- **Photo ID copies** (passport, driving licence, etc.): Retained only for the duration of your stay and a short period afterwards (normally up to 30 days), unless required longer for an incident, investigation, or legal claim.
- **CCTV and ANPR data:** as detailed in section 5 above.
- **Website comments and enquiries:** retained as long as necessary to respond and for legitimate business purposes.
- **Phone call recordings:** retained for a limited period for training and quality purposes.

10. Data security

We have appropriate technical and organisational measures in place to protect your personal data against unauthorised access, loss, destruction, or damage. These include secure storage, access controls, and encryption where appropriate. Card details are processed securely through our payment provider and are never stored on our systems in full.

11. Your legal rights

Under UK data protection law, you have the following rights:

- Right to be informed
- Right of access (subject access request)
- Right to rectification

- Right to erasure ("right to be forgotten")
- Right to restrict processing
- Right to data portability
- Right to object
- Rights in relation to automated decision-making and profiling

Some rights are not absolute (for example, we may need to retain certain security footage or ID copies even if you request erasure). To exercise any of these rights, please contact us using the details in section 13.

You also have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your data:

www.ico.org.uk

Telephone: 0303 123 1113

12. Contacting us

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

Email: stay@ardluiretreat.co.uk

Telephone: 01301 522110

Post: Ardlui Retreat, Arrochar, G83 7DT, Scotland, United Kingdom

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be published on our website with the date of the update. We encourage you to review it periodically.

This Privacy Policy is issued by Ardlui Retreat and is governed by the laws of Scotland and the United Kingdom.