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# Elevated Escape – Privacy Policy

**Last updated: September 2026**

At Elevated Escape, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and your rights under UK data protection law.

## 1. Who We Are

**Elevated Escape**

1 Bassett Close

Hythe

CT21 5UZ

United Kingdom

**Telephone:** 07515 694695

**Email:** [elevatedescape2025@gmail.com](mailto:elevatedescape2025@gmail.com)

For the purposes of UK data protection law, Elevated Escape is responsible for the personal information collected through our website, enquiries and direct bookings.

## 2. What Information We Collect

When you use our website, submit an enquiry or make a direct booking with us, we may collect information including:

- your name;
- email address;
- telephone number;
- requested arrival and departure dates;
- number of adults and children in your party;
- information about pets, where relevant;
- information you choose to provide in the enquiry form;
- booking and stay information;
- correspondence between you and Elevated Escape;
- payment and transaction information relating to your booking;
- information relating to complaints, damage or incidents where necessary.

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We only ask for information that is reasonably necessary to respond to your enquiry, manage your booking and provide your stay.

### 3. Enquiry Form

Our website allows you to submit an enquiry about staying at Elevated Escape.

Submitting an enquiry does **not** constitute a confirmed booking.

Information submitted through the enquiry form will be used to:

- respond to your enquiry;
- check requested dates and availability;
- provide pricing and booking information;
- communicate with you about a potential booking.

If you decide not to proceed with a booking, we will not use your enquiry information for unrelated marketing unless you have separately agreed to receive marketing communications.

### 4. Direct Bookings

If you decide to make a booking, we will use your information to:

- administer and confirm your booking;
- communicate with you before, during and after your stay;
- provide arrival, check-in and property information;
- process and record payments;
- provide customer service;
- deal with changes, cancellations or refunds;
- manage complaints or incidents;
- comply with our legal, tax and accounting obligations.

### 5. Bank Transfer Payments

At present, direct bookings with Elevated Escape are paid by **bank transfer**.

Our bank details will be provided privately when a booking is being arranged and will not be displayed publicly on our website.

When you make a bank transfer, we may receive information associated with the payment, such as your name, payment reference, amount paid and transaction details.

We will use this information only as reasonably necessary to identify, process and maintain records of your payment and booking.

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## 6. Our Lawful Reasons for Using Your Information

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

Depending on the circumstances, we may process your information because:

**Contract** – it is necessary to take steps at your request before entering into a booking contract or to perform our booking contract with you.

**Legal obligation** – we need to process or retain certain information to comply with legal, tax, accounting or regulatory requirements.

**Legitimate interests** – where reasonably necessary to operate and protect Elevated Escape, respond to customers, prevent fraud, maintain the security of our property or deal with complaints and disputes.

**Consent** – where consent is legally required, for example for certain marketing communications or non-essential website cookies.

## 7. Marketing

Submitting an enquiry or making a booking does **not automatically subscribe you to marketing communications**.

We will only send marketing communications where we have a lawful basis to do so and, where required, have obtained your consent.

Where marketing communications are sent, you can ask us to stop sending them at any time.

## 8. Who We May Share Your Information With

We do not sell your personal information.

Where reasonably necessary, information may be shared with trusted organisations or service providers that help us operate Elevated Escape, such as:

- our website hosting and website service providers;
- email and IT providers;
- cleaning, maintenance or property service providers where information is genuinely required;
- accountants, insurers or professional advisers;
- banks and payment providers;
- government authorities, regulators, police or other authorities where required by law.

We only share personal information where there is a legitimate reason to do so and seek to limit the information shared to what is necessary.

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## 9. How Long We Keep Your Information

We will not keep personal information for longer than reasonably necessary.

Information relating to confirmed bookings and payments may need to be retained for longer periods to comply with tax, accounting, legal and insurance requirements.

Enquiry information that does not result in a booking will only be retained for as long as reasonably necessary to deal with the enquiry and any appropriate follow-up.

When information is no longer required, we will take reasonable steps to securely delete or dispose of it.

## 10. How We Protect Your Information

We take reasonable technical and organisational measures to protect personal information from:

- unauthorised access;
- accidental loss;
- misuse;
- alteration;
- disclosure or destruction.

Access to personal information is limited to people or service providers who reasonably need access to it.

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

## 11. Cookies and Website Technology

Our website may use cookies and similar technologies.

Some cookies are essential for the website to operate correctly.

Other cookies may be used for purposes such as:

- website analytics;
- understanding how visitors use the website;
- remembering visitor preferences;
- measuring website performance;
- advertising or marketing, where applicable.

Where UK law requires consent for non-essential cookies, these cookies should not be activated until you have provided the required consent.

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You should be given the ability to accept or reject non-essential cookies through the website's cookie controls.

You can also manage or delete cookies through your browser settings.

## 12. Third-Party Websites

Our website may contain links to external websites or services.

If you follow a link to another website, that organisation may collect and use your information according to its own privacy policy.

Elevated Escape is not responsible for the privacy practices of third-party websites.

## 13. Children's Personal Information

Elevated Escape welcomes families, but our website enquiry and booking services are intended to be used by adults.

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

Where information about children is required in connection with a booking, we will only collect information reasonably necessary to administer the stay or meet applicable legal or safety requirements.

## 14. Your Data Protection Rights

Depending on the circumstances, UK data protection law may give you rights including the right to:

- request access to personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete your personal information in certain circumstances;
- ask us to restrict how your information is used in certain circumstances;
- object to certain uses of your information;
- withdraw consent where processing is based on consent;
- request transfer of certain information where applicable.

These rights are subject to certain legal conditions and exceptions.

To exercise your rights or ask a question about your personal information, please contact:

**Email:** [elevatedescape2025@gmail.com](mailto:elevatedescape2025@gmail.com)

**Telephone:** 07515 694695

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## 15. Complaints

If you have concerns about how Elevated Escape handles your personal information, please contact us first so that we have an opportunity to address your concern.

You also have the right to make a complaint to the **Information Commissioner's Office (ICO)**, the UK's independent data protection regulator.

## 16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time, particularly if our website, booking process or the services we use change.

The latest version will be published on our website with the date it was last updated.

When we introduce an online booking or payment system, this Privacy Policy may be updated to explain how that provider processes personal information.

## 17. Contact Us

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

**Elevated Escape**

1 Bassett Close  
Hythe  
CT21 5UZ  
United Kingdom

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**Email:** [elevatedescape2025@gmail.com](mailto:elevatedescape2025@gmail.com)