Privacy Policy

Effective date: 30 July 2026

We respect your privacy and are committed to protect your personal information. This policy explains how we collect, use, and protect your data when you visit our website, make an enquiry, or book a stay with us.

Who we are

Green Farm Barns is the data controller responsible for your personal data.

Contact details

Green Farm Barns

Green Farm House, Balls Lane, Thursford Green, Fakenham Norfolk NR21 0BX

Email: ljupe@greenfarmbarns.co.uk

Phone:07768542645

What information we collect

We may collect the following information when you contact us or make a booking:

- Your name
- Address
- Email address
- Phone number
- Booking details (such as dates, accommodation, and special requests such as dietary requirements for breakfast)
- Messages or correspondence you send to us

We do not knowingly collect data from children under 16.

How we use your information

We use your personal data to:

- Manage and confirm your booking
- Communicate with you about your stay
- Respond to enquiries
- Maintain business and legal records
- Send occasional updates or offers (only if you opt in)

Lawful basis for using your data

We only use your data when we have a valid legal reason, including:

- Contract – to provide your booking
- Legitimate interests – to run and improve our business
- Legal obligation – for tax and accounting requirements
- Consent – for marketing emails (if you choose to receive them)

You can withdraw consent for marketing at any time.

Sharing your information

We never sell your data.

We only share it with trusted service providers who help us operate our business:

- Bookalet – booking management system
- cPanel – website and email hosting

These providers are required to keep your data secure and only use it for the services they provide.

Payments

All payments are processed securely by bank transfer. Your payment information is handled directly by the payment provider.

How long we keep your data

We only keep your personal data for as long as necessary:

- Booking records: up to 7 years (legal and tax requirements)
- Enquiries: up to 2 years
- Marketing data: until you unsubscribe or withdraw consent

After this time, your data is securely deleted or anonymised.

Your rights

You have the right to:

- Request a copy of the data we hold about you
- Ask us to correct or delete your data
- Object to how we use your data
- Withdraw consent (e.g. marketing emails)

- Complain to the Information Commissioner's Office (ICO)

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

Cookies

Our website may use cookies to improve your browsing experience. You can manage or disable cookies through your browser settings.

Security

We take appropriate technical and organisational measures to protect your data, including secure hosting, access controls, and encryption where appropriate.

Changes to this policy

We may update this Privacy Policy from time to time. The latest version will always be available on this page.