

Privacy Policy
Starlings by the Sea
Operated by CHC Holidays Ltd

Last Updated: 09/02/2026

1. Who We Are

Starlings by the Sea is a holiday caravan located in Towyn, North Wales. The caravan is owned and operated by **CHC Holidays Ltd**.

For the purposes of UK data protection law, **CHC Holidays Ltd** is the “data controller”.

Business name: CHC Holidays Ltd

Location: Towyn, North Wales

Email: info@chcholidaysltd.co.uk

2. What Personal Data We Collect

We may collect and process the following personal information:

- Name
- Email address
- Phone number
- Booking details (dates of stay, number of guests)
- Payment information (processed securely by third-party payment providers – we do not store card details)
- Communications you send to us (emails, messages, enquiries)

3. How We Collect Your Data

We collect personal data when you:

- Make a booking or enquiry
- Contact us by email, phone, or social media
- Use our website (basic technical data such as IP address may be collected via cookies – see section 7)

4. How We Use Your Data

We use your personal data to:

- Manage bookings and provide accommodation services

- Communicate with you about your stay
- Respond to enquiries or issues
- Meet legal or regulatory obligations
- Improve our services and guest experience

We only use your data where we have a lawful basis to do so, such as fulfilling a contract or complying with legal requirements.

5. Sharing Your Data

We do **not** sell your personal data.

We may share limited information with:

- Payment processors (to take secure payments)
- Booking platforms (if you book via a third party)
- Legal or regulatory authorities if required by law

All third parties are required to handle your data securely and lawfully.

6. How We Store and Protect Your Data

Your personal data is stored securely and only accessed when necessary. We take reasonable steps to protect your information from loss, misuse, unauthorised access, or disclosure.

We only keep your data for as long as necessary for the purposes outlined in this policy or to meet legal requirements.

7. Cookies and Website Data

Our website may use basic cookies to ensure it functions properly and to understand how visitors use the site. Cookies do not identify you personally.

You can control or disable cookies through your browser settings.

8. Your Data Protection Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data

- Request deletion of your data (where legally possible)
- Object to or restrict certain processing
- Withdraw consent at any time (where applicable)

To exercise your rights, please contact us using the details below.

9. Contact Us

If you have any questions about this privacy policy or how we handle your data, please contact:

CHC Holidays Ltd

Starlings by the Sea

Email: info@chcholidaysltd.co.uk

10. Changes to This Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with an updated revision date.