

# DUNELAND

## Privacy Policy & Accessibility Statement

### Privacy Policy

At Duneland, we are committed to protecting your privacy and handling your personal information with care and transparency.

This Privacy Policy explains how we collect, use and protect your information when you visit our website or contact us regarding a stay at Duneland.

### Information We Collect

We may collect and process the following information:

- Name
- Email address
- Phone number
- Booking details and stay preferences
- Payment information (processed securely by third-party providers)
- Technical information such as IP address, browser type and website usage data

### How We Use Your Information

We use your information to:

- Respond to enquiries
- Manage and confirm bookings
- Communicate with you before, during and after your stay
- Improve our website and guest experience
- Comply with legal obligations

We only collect information that is relevant and necessary.

### Sharing Your Information

We do not sell your personal information.

Your information may be shared with trusted third-party providers where necessary, including:

- Booking platforms
- Payment processors
- Website hosting providers
- Analytics providers

These providers only process your data as required to deliver their services.

### Cookies

Our website may use cookies to improve your browsing experience and help us understand how visitors use the site.

Cookies may be used for:

- Website functionality
- Analytics
- Performance monitoring

You can manage cookie settings through your browser.

## Data Security

We take appropriate measures to protect your personal information from unauthorised access, misuse or disclosure.

While no internet transmission is completely secure, we work to safeguard your data using industry-standard practices.

## Your Rights

Under applicable data protection laws, including UK GDPR, you may have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Withdraw consent where applicable

To exercise any of these rights, please contact us.

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## Accessibility Statement

At Duneland, we want every guest to feel welcome, comfortable and well informed.

We are committed to improving accessibility both on our website and at the property itself.

### Website Accessibility

We aim to ensure our website is accessible and easy to use for all visitors.

We work to provide:

- Clear and simple navigation
- Readable fonts and content
- Good colour contrast
- Mobile-friendly browsing
- Accessible images and descriptive content where possible

We are continually reviewing and improving accessibility.

## Property Accessibility

Duneland has been thoughtfully designed for comfort and ease of use.

Accessibility features include:

- Private on-site parking
- Spacious indoor living areas
- Three bathrooms, including two ensuites
- Outdoor shower for rinsing off after the beach

Please note:

- Some outdoor areas include decking, gravel and uneven natural surfaces
- The surrounding landscape may not be suitable for all mobility needs
- Accessibility requirements vary by guest

We encourage guests with specific accessibility needs to contact us before booking so we can help determine whether Duneland is suitable.