

PRIVACY POLICY

Data Protection

Last updated: 16/11/2025

The Canary Yacht is committed to safeguarding your personal information. This Privacy Policy explains how we collect, use, store, and protect your data when you:

Make accommodation bookings

Submit event hire enquiries

Use our website

Communicate with us by email or phone

By using our services, you agree to the practices described below.

1. Information We Collect

1.1 Information You Provide

When making an accommodation booking or submitting an event enquiry, we may collect:

Accommodation Bookings

Full name

Email address

Phone number

Guest details (number of guests, stay dates)

Payment information (processed securely by third parties)

Any special requests or preferences

Event Enquiries

Name

Email address

Phone number

Event details (type, date, expected guest count, requirements)

Any additional information you choose to share

General Website Forms

Name

Email address

Message content

1.2 Automatically Collected Data

When you browse the website, we may collect:

IP address

Browser type and device details

Pages visited

Time spent on the site
Cookies and tracking identifiers

1.3 Information From Third Parties

We may receive:

Payment confirmation details
Booking information from third-party platforms
Marketing or advertising insights

2. How We Use Your Information

We use your personal data to:

Accommodation

Process and manage bookings
Communicate booking confirmations, updates, or changes
Provide customer support

Events

Respond to event enquiries
Provide quotes and availability
Manage event planning and communication

General Purposes

Improve our website, services, and guest experience
Send service-related emails (confirmations, reminders)
Send marketing content (only if you have opted in)
Comply with legal obligations
We do not sell or rent your personal data.

3. Legal Basis for Processing (UK GDPR)

We process personal data based on:

Contract — to handle bookings and event enquiries
Consent — for marketing communications
Legitimate Interests — to improve services and protect against fraud
Legal Obligations — where required by UK law

4. Sharing Your Information

We may share data with:

Secure payment processors
Booking management platforms
Email service providers
IT and hosting partners

Professional advisors
Governmental or legal authorities (only when legally required)
All partners are obligated to protect your data.

5. Cookies & Tracking

Cookies help us:

Improve website performance
Understand visitor behaviour
Provide tailored content
Support marketing efforts
You can adjust cookie preferences through your browser.

6. Data Security

We implement reasonable organisational and technical measures to protect your data.
However, no online transmission is 100% secure.

7. Data Retention

We keep your information only as long as necessary for:

Managing bookings
Handling event enquiries
Legal record-keeping
Marketing (until you opt out)

8. Your Rights

Under UK GDPR, you have the right to:

Access your personal data
Correct inaccuracies
Request deletion
Restrict or object to data processing
Withdraw marketing consent
Request data portability
Contact us at [Add Email] to make a request.

9. Third-Party Links

We are not responsible for the privacy practices of external links featured on our website.

10. Children's Privacy

We do not knowingly collect data from individuals under 16.

11. Changes to This Policy

Updates will be posted on this page with a new "Last updated" date.

12. Contact Us

If you have any questions or wish to exercise your rights:

The Canary Yacht

Email: info@thecanaryyacht.co.uk

Address: West India Quay, Hertsmere Rd, London E14 4AY, United Kingdom