

Privacy Policy

Who we are

We are Trevenna Ltd and can be contacted on the below contact details:

- Email: info@trevenna.co.uk
- Telephone: 01579 320013
- Address: Trevenna Farm, St. Neot, Liskeard, Cornwall, PL14 6NR

Why do we collect and use your personal information?

We collect and use your personal information such as your name and contact details to process your enquiry, confirm a booking and to assist with the planning of your wedding. We also store your personal information for our accounting records.

We may use your personal information such as your name and contact details to send you future marketing communications about products and services that may be of interest to you. We will communicate marketing information to you by email. Each marketing email will include an unsubscribe link that you can click on to opt-out of future marketing emails. You are also able to object to the use of your personal information for marketing purposes at any time by contacting us using the above contact details.

What happens if I do not provide my personal information?

We need your personal information in order to communicate with you to provide our services to you. If we do not collect your personal information we will not be able to provide our services to you.

Who will we share your personal information with?

We will only share your personal information with Trevenna Cakes, and or Alex Darling Lighting Design on your request, if you want us to facilitate their services.

We will only share your personal information with third parties such as HMRC or the FCA where we are required to do so by law.

We will not share your information with any other parties than mentioned above.

How long will we store your personal information?

We will store your personal information for up to six years from ceasing to be our client. This is to enable us to refer to our records in the unlikely event that there any queries.

If you do not object to marketing or unsubscribe we will store your personal information and use it for marketing purposes until you object or unsubscribe.

What are your rights in relation to your personal information?

Right to access

You have the right to request copies of the personal information we hold about you at any time.

Right to rectification

You have the right to request that we correct any inaccurate personal information we hold about you.

Right to erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

Right to restrict processing

You have the right to request that we restrict how we use your personal information.

Right to object

You have the right to object to the collection and use of your personal information at any time.

Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

Trevenna

Exclusive Use Wedding Venue in Cornwall. Outdoor and Barn Ceremonies, Trevenna

<https://www.trevenna.co.uk>

How can I exercise my rights in relation to my personal information?

You can exercise all of your rights by contacting us on any of the above contact details.

How do I lodge a complaint about the use of my personal information?

You can lodge a complaint with us directly by contacting us on one of the above contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link <https://ico.org.uk/concerns/> or calling the ICO on 0303 123 1113.

Cookie Policy

Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website.

We may gather information about your general internet use by using the cookie. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally; it is statistical data which does not identify any personal details whatsoever.

You can adjust the settings on your computer to decline any cookies if you wish. This can be done within the "settings" section of your computer. For more information please read the advice at [AboutCookies.org](https://www.aboutcookies.org)