



Privacy and Cookie Policy

Edinburgh Room Rentals Ltd. Trading as City Room Rentals



Legal document produced by Harper McLeod LLP. Regulated by the Law Society of Scotland. A list of the members of Harper Macleod LLP is open to inspection at the below office.

Harper Macleod LLP is a limited liability partnership registered in Scotland. Registered Number: S0300331. Registered Office: The Ca'd'oro, 45 Gordon Street, Glasgow G1 3PE

We, Edinburgh Room Rentals Ltd. Trading as City Room Rentals, are committed to protecting and respecting your privacy.

This policy (together with our <http://www.cityroomrentals.co.uk/tc.pdf> and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By using our website, you agree to this policy. If you do not agree, please do not use our website or submit any personal data through it.

For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is Edinburgh Room Rentals Ltd. Trading as City Room Rentals, a company incorporated in Scotland with registered number SC484754 and having its registered office at 1 Inverleith Gardens, Edinburgh, EH3 5PU.

1 Information we may collect from you

1.1 We may collect and process the following information about you:

1.1.1 information that you provide to us when searching for accommodation on our website or when you complete forms on our website <https://www.cityroomrentals.co.uk>;

1.1.2 when you report a problem with our website;

1.1.3 information that you provide when you make a booking enquiry on our website;

1.1.4 information that you provide when you make a booking request via our website;

1.1.5 if you contact us by phone, e-mail, social media or otherwise with a general enquiry, we may keep a record of that correspondence;

1.1.6 information that you provide when we contact you with regard to your booking enquiry, booking request or booking;

1.1.7 details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access; and

1.1.8 details of your booking request, which we will submit to the accommodation provider, who will then take matters forward with you on their terms and conditions.[]

1.2 The information you give us may include your name, e-mail address, particulars of your social media account and details of your payment card.

2 IP addresses

We may collect information about your computer, including, where available, your IP address, operating system, browser type and version, time zone setting and browser plug-in types and versions for system administration and to collate aggregate information. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

3 Cookies

3.1 Our website uses cookies to distinguish you from other users of our website. A cookie file (a small file of letters and numbers that we store on your computer or other access device) will be placed on your computer or other access device each time you visit our website.

3.2 We also use analytical cookie files. These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

3.3 You can find more information about the individual cookie files we use and the purposes for which we use them in the table below.

Cookie	Name	Purpose	More information
duid	Zopim	Zopim user's session cookie.	This cookie cannot be disabled
__zcmid	Google analytics	Cookie for Google Analytics which stores the source of traffic or a campaign to explain how the user came to the web site.	This cookie cannot be disabled
_ga	Google analytics	Google Analytics to store the client ID	This cookie cannot be disabled
_gat_UA-75283360-1	Google analytics	Google Analytics	This cookie cannot be disabled
wfvt_386620285	WordFence	It's used to track a user for the duration of their visit so that we can group visitor page views together.	This cookie can be disabled
wordfence_verifiedHuman	WordFence	To separate human visitors from bots, on the Live Traffic view.	This cookie can be disabled
_cfduid	CloudFlare	This is used to override any security restrictions based on the IP address the visitor is coming from. For example, if the visitor is in a coffee shop where there are a bunch of infected machines, but the visitor's machine is known trusted, then the cookie can override the security setting. It does not correspond to any userid in the web application, nor does the cookie store any personally identifiable information.	This cookie cannot be disabled

guest_id	Twitter	Twitter does not currently provide information on the use of specific cookies.	This cookie can be disabled
pid	Twitter	“pid” cookie enables our Tailored Suggestions feature that personalizes content and suggestions for Twitter users based on their website visits.	This cookie can be disabled
search_check_in	City Room Rentals	This cookie stores the check in date selected in the search bar to facilitate the search for properties	This cookie cannot be disabled
search_check_out	City Room Rentals	This cookie stores the checkout date selected in the search bar to facilitate the search for properties	This cookie cannot be disabled
search_ity	City Room Rentals	This cookie stores the city selected in the search bar to facilitate the search for properties	This cookie cannot be disabled
search_quests	City Room Rentals	This cookie stores the number of guests selected in the search bar to facilitate the search for properties	This cookie cannot be disabled
search_rooms	City Room Rentals	This cookie stores the number of bedrooms selected in the search bar to facilitate the search for properties	This cookie cannot be disabled
search_type	City Room Rentals	This cookie stores the property type selected in the search bar to facilitate the search for properties	This cookie cannot be disabled

3.4 If you wish to delete any cookie files, please refer to the instructions for your file management software to locate the file or directory that stores cookies. Our cookies will contain the domain name <https://www.cityroomrentals.co.uk> within the file name.

3.5 You may refuse to accept cookie files by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you choose this setting, you may be unable to access certain parts of our website.

4 Where we store your personal data

4.1 The information that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably

necessary to ensure that your data is treated securely and in accordance with this privacy and cookie policy.

4.2 All information you provide to us is stored on our secure servers.

4.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will take all reasonable endeavours to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, please be assured that we will use strict procedures and security features to try to prevent unauthorised access to, destruction of or damage to such personal data.

5 Uses made of the information

5.1 We use information held about you in the following ways:

5.1.1 to carry out our obligations arising from any contracts entered into between you and us, including but not limited to disclosing your personal information to the organisations with whom you have booked accommodation in order to manage your booking;

5.1.2 to respond to your booking enquiries and booking requests;

5.1.3 to allow us to liaise with accommodation providers on your behalf;

5.1.4 to improve our website and to ensure that content from our website is presented in the most effective manner for you and for your computer or other access device;

5.1.5 to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

5.1.6 to notify you about changes to our service or to our business services that may affect you;

5.1.7 to improve service delivery;

5.1.8 to contact you for the purposes of conducting research and surveys;

5.1.9 to keep our website safe and secure;

5.1.10 to comply with any legal obligations; and

5.1.11 to enable or facilitate the exercise of our rights under our terms and conditions of website use.

5.2 We and the organisations with whom you make an accommodation booking may contact you by mail, telephone, fax, e-mail or other electronic messaging service with offers of goods and services that may be of interest to you. By providing us with your fax number, telephone number(s), e-mail address and / or social media account(s) details, you consent to being contacted by these methods for these purposes. If you do not wish to receive such communications from us, please e-mail us at bookings@cityroomrentals.co.uk or participant organisations, please e-mail us at bookings@cityroomrentals.co.uk

5.3 We may keep personal data which we collect for a reasonable period for any of the purposes mentioned above.

6 Disclosure of your information

6.1 We may share your personal information with:

- 6.1.1 accommodation providers and sub-contractors for the performance of any contract we enter into with you;
 - 6.1.2 accommodation providers in order that they may contact you with offers of goods and services that may be of interest to you; and
 - 6.1.3 analytics and search engine providers that assist us in the improvement and optimisation of our website.
- 6.2 We may disclose your personal information to third parties:
- 6.2.1 in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
 - 6.2.2 if Edinburgh Room Rentals Ltd. Trading as City Room Rentals or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; or
 - 6.2.3 if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Vouch for That, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

7 Third party personal data

- 7.1 Where you submit personal information regarding another person (for example, where you purchase vouchers from our website as a gift or on behalf of another person), you confirm that they have consented to you acting for them and to the processing of their personal information, and that you have informed them of our identity and the content of our terms and conditions of website use and this privacy and cookie policy, including the purposes for which their personal information will be processed by us and that they have explicitly consented to our use and processing of their personal information (including sensitive personal information).
- 7.2 Our terms and conditions of website use and this privacy and cookie policy will apply to any such third party personal information in the same manner that they apply to your own personal information.

8 Your rights

- 8.1 You have the right to ask us not to process your personal information for marketing purposes. We will usually inform you (before collecting your information) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by contacting us at bookings@cityroomrentals.co.uk.
- 8.2 Our website may, from time to time, contain links to and from the websites of participant organisations, our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

9 Access to information

The Act gives you the right to access the personal information that we hold about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

10 Changes to our privacy and cookie policy

Any changes we may make to our privacy and cookie policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy and cookie policy.

11 Contact

Questions, comments and requests regarding this privacy and cookie policy are welcomed and should be addressed to bookings@cityroomrentals.co.uk.