

This page describes how we collect and process personal data.

General Data Protection Regulation (GDPR) is effective in Europe (including UK) from 25 May 2018. Freetobook has always wholeheartedly supported data protection and transparency. As a family run business we have always known the value of trust, so you can be sure that we will only use your data as outlined in our Privacy Policies.

What personal data do freetobook hold for:

1.Bookers

When bookers make a booking at your property using freetobook they will be able to see a link to the privacy policy. To view the policy click the link in the footer during the booking process or see the bottom of this page.

1. The only personal data stored about bookers in freetobook are the data in any individual booking. If you print a booking or email a confirmation summary this will contain ALL the data that we hold on any customer.
2. As a property you can add notes to a booking, this is additional information that you optionally add to any booking.
3. During the booking process we use cookies that detect language settings on the browser used and dates searched.
4. If you agree to delete your customer's data, all you need to do is anonymise the personal data in their booking. You do this by replacing their name, address, and contact details with XXXX in the booking and that will overwrite their personal data in freetobook. ([see video](#))
5. If you have had email correspondence with a customer you will find this stored in the "Email" section of the booking. If a customer wishes for their email correspondence data to be deleted you can delete the data ([see video](#)) .
6. If a booker asks for the data held on them in freetobook it's easy to comply, all you need to do is send them a summary of the booking. This contains ALL the data held in freetobook (see video) .

2.Properties

Some of the data freetobook holds on users (properties) may be classed as personal data. These data are listed below and detailed in full in our Privacy Policy for Accommodation Providers. To view the Policy see the Privacy Policy Tab in your profile or see the bottom of this page.:

[Click here for the full privacy policy given to your customers during the online booking process.](#)

[Click here for the full privacy policy between freetobook and you the accommodation owner.](#)

1. We hold signup data from when you registered with freetobook for your business login.
2. We also record when you login, along with IP address and browser data.
3. From time to time we will email you with advice, help and marketing information. You will always be able to opt out of any email marketing.