COOMBE END

EST  1515

PRIVACY POLICY

Last Updated: 07/10/2026

1. Introduction

Welcome to the Privacy Policy for Coombe End Manor ("we", "us", or "our"). We operate a premium private hospitality venue hosting a commercial shoot, private stays, retreats, corporate takeovers, and weddings. We respect your privacy and are committed to protecting your personal data.

This privacy policy informs you how we look after your personal data when you visit our website, book our venue, or attend an event, and tells you about your privacy rights under UK Data Protection Law (including the UK GDPR and the Data Protection Act 2018).

2. The Data We Collect About You

Personal data means any information about an individual from which that person can be identified. We may collect, use, store, and transfer different kinds of personal data about you, grouped as follows:

Identity Data: First name, last name, title, date of birth, and gender. For weddings, this includes the names of the couple; for corporate functions, this includes company names and job titles.

Contact Data: Billing address, delivery address, email address, and telephone numbers.

Financial Data: Bank account and payment card details.

Transaction Data: Details about payments to and from you and other details of products and services you have purchased from us.

Guest & Vendor Event Data: Guest lists, dietary requirements, accessibility needs, seating plans, and contact details for third-party suppliers (e.g., caterers, florists, entertainment, AV production).

Technical & Usage Data: Internet protocol (IP) address, login data, browser type, and time zone setting when you interact with our website.

Security Data: Closed-circuit television (CCTV) footage captured during your visit to our private estate for safety and security purposes.

3. How We Use Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we use your personal data under the following lawful bases:

Performance of a Contract

- To register you as a new client or venue booker.
- To manage and execute your private stay, wedding, or corporate event.
- To process payments, fees, and charges.

Legitimate Interests

- To coordinate event logistics safely with your nominated external suppliers/vendors.
- To manage venue security and prevent fraud via CCTV monitoring.
- To keep our records updated and analyse how clients use our services.

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Legal Obligation

- To comply with UK health and safety regulations, alcohol licensing laws, and financial/tax record-keeping requirements.

Consent

- To send you direct marketing communications via email if you have explicitly opted in. You can withdraw consent at any time.

4. Disclosures of Your Personal Data

We may share your personal data with trusted third parties for the distinct purpose of executing your booking or managing our business:

- External Event Vendors: Approved third-party contractors chosen by you or recommended by us (e.g., caterers, marquee hire, coordinators) to ensure seamless delivery of your event.
- Corporate Planners: Sharing attendee details back with your corporate employer or booking agency for corporate functions.
- Professional Advisers: Bankers, lawyers, auditors, and insurers providing services to us.
- HM Revenue & Customs (HMRC): UK regulators and authorities who require reporting of processing activities in certain circumstances.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes.

5. International Data Transfers

We store your data within the United Kingdom. If any of our external software providers (such as booking platforms or CRM systems) transfer data outside the UK, we ensure a similar degree of protection is afforded to it by ensuring legally approved safeguards and standard contractual clauses are in place.

6. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way. We limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know.

7. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. By UK law, we must keep basic information about our customers (including Contact, Identity, Financial, and Transaction Data) for six years after they cease being customers for tax purposes.

8. Photography, Videography, and Media

8.1 Commercial Media by the Client & Guests

The Client, their guests, and their contracted professional suppliers (e.g., event photographers, videographers) are permitted to take photographs and recordings within the designated areas of the Venue for personal use (or internal business use in the case of corporate functions).

The Client ensures that their third-party media suppliers hold valid public liability insurance and strictly adhere to the Venue's designated safety zones and privacy boundaries (such as respecting private guest accommodation or restricted staff areas).

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8.2 Promotional Content Captured by the Venue
From time to time, Coombe End may wish to capture photographs or video footage of the Venue dressed for events, or ambient footage during corporate functions and weddings, to be used exclusively for our website, brochures, social media, and digital marketing materials.

We recognise that weddings and private stays are highly personal. Therefore, we operate under the following strict guidelines to respect your privacy and comply with UK GDPR:

- Prior Consent for Weddings & Private Stays: We will never capture or publish identifiable close-up images of the wedding couple, private staying guests, or children without obtaining explicit written or verbal consent beforehand.
- Corporate Functions: For corporate events, we may capture ambient, wide-angle footage of the event in progress under our Legitimate Interests to showcase our venue capabilities. However, we will coordinate with the corporate event organizer prior to the event to ensure no proprietary, confidential, or sensitive corporate branding/information is inadvertently captured or published.
- Vendor Collaboration: Where the Client's professional photographer shares event images with us for marketing purposes, we will always credit the photographer and seek the Client's final permission before publication.

8.3 Guest Privacy and Rights
Attendees and guests at the Venue retain full rights over their personal data under UK Data Protection Law.

- If any guest wishes not to be photographed by our internal team, they may notify a member of Venue management on the day.
- If an image containing an identifiable individual is published on our marketing channels, that individual holds the right to request its immediate removal. Upon receiving a request at info@coombe-end.com we will remove the media within 48 hours.

8.4 Drone Usage
The operation of Unmanned Aircraft Systems (Drones) for photography or filming on the estate is strictly prohibited unless pre-authorised in writing by Venue management. Permission is subject to the operator providing a valid CAA (Civil Aviation Authority) flyer ID/operator ID, proof of commercial drone insurance, and a comprehensive risk assessment at least 14 days prior to the event.

9. Your Legal Rights
Under UK data protection laws, you have rights in relation to your personal data, including the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data ("the right to be forgotten").
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Withdraw consent at any time where we are relying on consent to process your data.

If you wish to exercise any of these rights, please contact us using the details below. You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

10. Contact Details

If you have any questions about this privacy policy or our privacy practices, please contact our Data Compliance Lead:

- **Business name:** Coombe End Farm
- **Email address:** info@coombe-end.com
- **Postal address:** Coombe End Manor, Elkstone, Gloucestershire, GL53 9PT
- **Telephone number:** +44 1285 821 688