

PRIVACY POLICY – HIGHLAND SPACES

This Privacy Policy explains how your personal data is collected, used, and protected when you use the Highland Spaces website or make a booking.

1. Who We Are

Highland Spaces is a trading name used for branding and marketing purposes only. It is not a legal entity.

Depending on your booking, your personal data will be controlled by the relevant company:

- Stella Stay Ltd, operator of *Stella*
- Perthshire Property Ltd, operator of *The Tabernacle*

Both companies operate under the Highland Spaces brand.

Company details:

Stella Stay Ltd is a company registered in England and Wales with company number 17067350. Its registered office is Care of Noble One Accountants, 114 Ripplewaters, St Mary's Island, Chatham, Kent, England, ME4 3AY. Short-Term Let Licence Number:

Perthshire Property Ltd is a company registered in the United Kingdom with company number 17070029. Its registered office is Care of Noble One Accountants, 114 Ripplewaters, St Mary's Island, Chatham, Kent, England, ME4 3AY. Short-Term Let Licence Number: PK11842F.

2. Data We Collect

We may collect and process the following personal data:

- name
- email address
- phone number

- billing address
 - booking details
 - payment information (processed securely via third-party providers)
 - communications with us
 - website usage data (such as IP address and browsing behaviour)
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3. How We Use Your Data

We use your personal data to:

- process and manage bookings
 - communicate with you regarding your reservation
 - provide customer support
 - comply with legal and regulatory obligations
 - improve our website, services, and user experience
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4. Legal Basis for Processing

We process your personal data under the following legal bases:

- **Contract** – to fulfil booking and accommodation services
 - **Legal obligation** – to comply with tax, licensing, and regulatory requirements
 - **Legitimate interests** – to operate and improve our business
 - **Consent** – where required (for example, marketing communications)
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5. Data Sharing

We may share your personal data with:

- payment processors (for example, Stripe)
- booking platforms (for example, OwnerRez or Airbnb)
- service providers where necessary (for example, cleaning or maintenance teams)
- accountants and professional advisors
- legal or regulatory authorities where required

6. International Data Transfers

Some of our service providers are based outside the UK or EEA, including in the United States.

Where personal data is transferred internationally, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses, to protect your data in accordance with UK GDPR requirements.

7. Data Retention

We retain personal data only for as long as necessary:

- booking-related data is typically retained for up to 3 years
 - financial records are retained for up to 6 years to comply with tax and legal obligations
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8. Your Rights

You have the right to:

- access your personal data
 - correct inaccurate or incomplete data
 - request deletion of your data
 - restrict or object to processing
 - request data portability (where applicable)
 - lodge a complaint with the Information Commissioner's Office
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9. Security

We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse.

10. Cookies

Our website may use cookies and analytics tools to improve user experience.

For detailed information, please refer to our separate Cookie Policy.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

12. Contact

For privacy-related enquiries or to exercise your data rights, please contact:

Highland Spaces

Email: bookings@highlandspaces.com