

Privacy Policy

Last updated: 26 December 2025

This Privacy Policy governs the manner in which Coombe Meadow Lodges Ltd (trading as Coombe Mill) collects, uses, maintains and discloses information collected from users (each, a “ User ”) of the <https://www.coombemill.com/> website (“ Site ”). This privacy policy applies to the Site and all products and services offered by Coombe Meadow Lodges Ltd.

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the data controller is:

Coombe Meadow Lodges Ltd
Coombe Meadow, St Breward,
Bodmin, Cornwall, PL30 4LZ
Email: mail@coombemill.com

Personal identification information

We may collect personal identification information from Users in a variety of ways, including when Users visit our Site, make a booking, subscribe to the newsletter, respond to a survey, fill out a form, or otherwise interact with services and features we make available. Users may be asked for, as appropriate, name, email address, postal address, telephone number and payment details.

Users may visit our Site anonymously. We will collect personal identification information only if Users voluntarily submit such information. Refusal to provide certain personal information may prevent engagement in some Site-related activities, including bookings.

Non-personal identification information

We may collect non-personal identification information whenever Users interact with our Site. This may include:

- IP address, browser type and version, device type, operating system and platform
- Time zone setting and location data
- Information about visits, including URLs, clickstream data, pages viewed, page response times, errors, length of visits and interaction information

Cookies

Cookies are small text files placed on your device by a website. Cookies help us recognise repeat visitors and improve user experience. Cookies do not compromise the security of your device.

We do not use cookies to track your internet use after you leave our Site, nor do cookies store personal information readable by third parties.

Cookies we use:

- Session cookies – temporary cookies deleted when you close your browser
- Persistent cookies – stored until they expire or are deleted, used to remember preferences

Third-party cookies may be used by analytics or advertising partners acting on our behalf. These cookies do not contain personal information.

You may manage or disable cookies through your browser settings. Please note that some Site features may not function correctly without cookies.

For more information, visit www.allaboutcookies.org

How we use collected information

We may use personal information for the following purposes:

- To provide and manage accommodation bookings
- To process payments securely
- To respond to enquiries and customer service requests
- To improve our Site, services and user experience

- To send booking-related communications and, where consent is given, marketing communications

Disclosure of your information

We may share your personal information with selected third parties only where necessary, including:

- Payment processors and booking system providers
- Service providers and contractors assisting in accommodation delivery
- Analytics and search engine providers helping improve our Site

We may disclose personal data where required to comply with legal obligations, enforce our Terms and Conditions, or protect the rights, property or safety of Coombe Meadow Lodges Ltd, our guests or others.

We do not sell personal data.

How we protect your information

We implement appropriate technical and organisational security measures to protect personal data against unauthorised access, alteration, disclosure or destruction.

Payment transactions are encrypted, and our systems comply with applicable PCI security standards.

Where we store your personal data

Data may be processed by service providers located outside the UK. Where this occurs, we ensure appropriate safeguards are in place in accordance with UK GDPR.

While we take all reasonable steps to protect personal data, transmission of information over the internet is not completely secure and is undertaken at your own risk.

Your rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction or erasure
- Restrict or object to processing
- Request data portability

You may also object to processing of your personal data for marketing purposes at any time.

To exercise your rights, contact: mail@coombemill.com

Third-party websites

Our Site may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. Please review their privacy policies separately.

Changes to this privacy policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. Continued use of the Site constitutes acceptance of any updates.

Contact

Questions or requests regarding this Privacy Policy should be addressed to:

Coombe Meadow Lodges Ltd
Coombe Meadow, St Breward,
Bodmin, Cornwall, PL30 4LZ
Email: mail@coombemill.com