

Privacy Policy

Your privacy is very important to us, and ensuring your personal information is safe is of high priority to us. Below we set out when and how we collect your data.

Version 1

Created 01/01/2026

About Us

We are Marina West, Amble. We run two holiday let properties: The Orvis and The Leeward.

Our registered address is Number 5 and 6 Marina West, Amble, NE65 0HH

Data controllers

For your reference the data controller is:

Marina West, Number 5 and 6 Marina West, Amble, NE65 0HH

Any questions relating to this policy and the use of your data, please email info@marinawest.co.uk

The personal information we collect

We collect the following categories of information:

1. Personal information you provide

For example, this information may be collected when you:

- Contact us about any of our services
- Create or update your account
- Subscribe to a newsletter
- Enquire about, book or review a holiday or other service
- Enter a competition

The type of information we collect from you may include your name, DOB, email address, phone number, postal address and account password.

2. Information created when you use our services

The following types of information are created when using our services:

Analytics information

We use analytics tools to understand how users find, move around and interact with our website to continuously improve and optimise our service.

3. Information from other sources

We may collect information relating to you or products or services you purchase from us from other sources which may include:

- Business partners who help us facilitate the services we provide, such as payment providers, email service providers and review partners.
- Marketing service providers such as social media and search engines
- Businesses that collect, collate and supply information to us, such as marketing list and database providers
- Other businesses through whom we advertise our products and services
- Publicly available sources

Information from these sources may be combined with other information in our possession.

Cookies and third-party technologies

We may also gather information from cookies, web beacons or similar technologies from the internet.

'Cookies' are small text files stored on your computer by your browser or device by websites, apps, online media and advertisements. Like most websites this one uses cookies. To learn more about these technologies.

How we use your information

Our main purpose in collecting your personal information is to provide you with the services you requested and those which we believe will improve your experience with us.

We may use your information in the following ways:

Providing services and features

- Understand your onsite behaviour so that we may personalise our marketing service to you
- Verify your eligibility for any products, promotions or services we offer
- Provide guest or user reviews on our website
- To assist you when you contact us
- Monitor and improve our services
- To perform functions and services otherwise described to you when we collect your information

To fulfil a contract

When you use our services, for example booking a holiday through us, we will need you to supply us with specific information required to fulfil a contract with us. If you refuse to supply part or all of this information, we may not be able to fulfil these contracts.

Marketing communications & advertising

We may communicate with you about our products, services, promotions and news or, where applicable, relevant third parties' services.

We may also provide you with relevant advertising and content about our services through third party providers as well as tracking performance of this advertising. For information on how to opt out of this advertising, please see 'Choice & Transparency' below.

Verifying information

We may use or share your information with third parties to verify its accuracy.

Legal proceedings and requirements

We may use the information we collect to investigate or address claims or disputes relating to your use of our services, or as otherwise allowed by applicable law.

Information sharing and disclosure

We always treat your data with sensitivity and keep it secure. At times we share your information with others where it is either necessary to perform our services to you, where we are required by law to disclose information or where you have given your consent to share information.

Safety and security

We know how much data security matters to all our customers and we treat your data with the utmost care.

We adopt best practices and operate secure data networks protected by industry standard firewall and password protection to safeguard personal identifiable information. Sensitive data such as payment card information is secured by SSL encryption. Any session requests to our servers are monitored to detect and prevent any suspect activity, fraudulent behaviour or site attacks.

Choice & transparency

Accessing and Correcting Your Information

You can edit the name, phone number, postal address and email address within your account (where applicable) or by contacting us.

Marketing Opt-Outs

You may opt-out of receiving marketing communications from us by contacting us at info@marinawest.co.uk

You can also opt out of certain marketing communications through the following means:

- Email:
By following the unsubscribe link at the bottom of each marketing email or updating your preferences in your account (where applicable). Please note that if you do opt out, you may still be sent non-marketing messages, such as booking confirmations or balance reminders that would be relevant to the service we are providing to you.
- Post:
By following instructions from within the mailing itself or sending back to the sender address

Please remember that if you change your preference it may take a short time for those preferences to become effective.

How long we keep your data for

We will only keep personal data for an appropriate period of time for the purpose(s) for which we are using it. This period will vary and be dependent on our contractual and legal requirements.

Your rights

You have the right to ask us to provide you with the personal information we may hold for you and what we are using this information for. This is known as a "Subject Access Request". You also have the right to request that we delete your personal information. Upon receipt of such requests we will endeavour to respond to you as soon as possible, but at least within one month.

If you believe the personal information we hold for your is incorrect, please let us know and we will rectify this as soon as possible.

If you would like to exercise these rights, please contact us at info@marinawest.co.uk

If you are not happy with the manner in which we have used your personal information you have the right to complain to a statutory authority, in the UK this would be the Information Commissioner's Office.

External links

On our websites you will find some links to external websites. Once you have left our website, our responsibility to you at Marina West ends. Please check the privacy policies on other websites.

Updates to this statement

We monitor and review our privacy statement regularly. If we make significant changes we will endeavour to notify you through the website or through other means, such as email.