

# Plough Lane Caravan Site Privacy Notice

This document was last updated on 02/05/2018

We respect your privacy and are committed to protecting your personal information. This privacy notice will tell you how we look after your personal data and about your privacy rights. If you have any queries please contact us using the contact information at the end of this document.

## **HOW WE COLLECT YOUR PERSONAL DATA**

You may give us data orally or by corresponding with us through our online booking system, by post, phone, email or otherwise. We may also receive personal data about you from third parties and public sources, including other customers when they interact with us. We do not knowingly collect data relating to children.

## **HOW WE USE YOUR DATA**

Your data will enable us to provide the services you have requested. It will also enable us to bill you and to contact you where necessary concerning your booking as the law allows us to. We do not use your data for marketing purposes nor sell the data to anyone else. It is important that the personal data we hold about you is accurate and current. Please keep us informed of any changes.

We may share your personal data with third parties such as IT administrators some of whom may be located outside the European Economic Area to help us run our business or carry out our obligations to you. Those parties process information, process credit card payments and provide support services on our behalf. 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 and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We may also share your personal data with any third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

## **IF YOU FAIL TO PROVIDE PERSONAL DATA**

If you do not provide personal data to us and this would prevent us from performing the contract we have or are trying to enter into with you, or place us in breach of the law, we may have to cancel our contract. We will notify you if this is the case.

## **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, altered or disclosed. In addition, we limit access to your personal data to those employees and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **HOW LONG WILL WE USE YOUR PERSONAL DATA FOR?**

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.

## **YOUR LEGAL RIGHTS**

You have the right to:

- Access a copy of the information we hold on you;
- Object to processing that is likely to cause or is causing damage or distress
- Ask to have personal data rectified, blocked, erased or destroyed

You will not have to pay a fee to access your personal data. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data. For any queries regarding the data we hold for you please contact us using the details at the end of this document.

## **COOKIES**

We use cookies on our website to enhance your user experience with us. A cookie is a text file which contains information relating to your web journey and behaviour. It is stored in your web browser. Listed below, is an outline of the cookies used on our website.

### Analytical tracking cookies

Tracking cookies collect data anonymously and are not specific to you yet help us to make improvements to our website.

### Cookies to personalise your web journey

With your consent we use cookies to hold data including your name, email address and phone number. These details can then be displayed in our online booking system next time you visit the site.

### Managing your cookies

You will be able to use the Help menu bar on most browsers to get information on how to block or prevent cookies. This will give you information on how to disable cookies altogether, however it should be noted that this may stop you being able to access some functions on our website.

## **THIRD-PARTY LINKS**

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) ([www.ico.org.uk](http://www.ico.org.uk)). We would appreciate the chance to deal with your concerns first.

### **Mrs H. Wilding (Data Protection Manager)**

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