

Privacy Statement

This Privacy Statement applies to www.wheathillpark.co.uk owned and operated by Bromdon Caravan Park Ltd. This Privacy Statement describes how we collect and use the information, which may include personal data, you provide on our web site: www.wheathillpark.co.uk. It also describes the choices available to you regarding our use of your personal data and how you can access and update this data.

Data Collection

The types of personal data that we collect include:

- Your first name, last name, email address, phone number and home address;
- Credit card details (type of card, credit card number, name on card, expiration date and security code);
- Guest stay data, including date of arrival and departure, special requests made, observation about your service preferences (including pitch preferences, facilities or any other services used);
- CCTV images

We'll only collect the personal data that we need.

You may always choose what personal data (if any) you wish to provide to us. If you choose not to provide certain details, however, some of your transactions with us may be impacted.

How we use your personal data.

We'll only use your personal data on relevant lawful grounds as permitted by the EU General Data Protection Regulation (from 25th May 2018)/UK Data Protection Act and Privacy of Electronic Communication Regulation.

Personal data provided to us will be used for the purpose or purposes outlined in any fair processing notice in a transparent manner at the time of collection or registration where appropriate, in accordance with any preferences you express. If asked by the police, or any other regulatory or government authority investigating suspected illegal activities, we may need to provide your personal data.

We use your personal data for the following purposes:

- A. Reservations: We use your personal data to complete and administer your online reservation.
- B. Customer service: We use your personal data to provide customer service.
- C. Other communications: There may be other times when we get in touch by email, by post, by phone or by texting you, depending on the contact data you share with us. There could be a number of reasons for this:
 - a) We may need to respond to and handle requests you have made
 - b) If you have not finalised a reservation online, we may email you a reminder to continue with your reservation.

Your data protection rights

Where Wheathill Touring Park is using your data on the basis of consent, you have the right to withdraw that consent at any time.

Disclosing and Sharing information

When we allow third parties acting on behalf of Wheathill Touring Park to access to your information, we will always have complete control of what they see, how long they see it for and what they are allowed to do with it. We do not sell or share your personal information for other organisations to use.

Personal data collected and processed by us may be shared with the following groups where necessary

- Wheathill Touring Park employees
- Third party cloud hosting and IT infrastructure providers who host the website and provide IT support in respect of the website.

Payment card Security

Wheathill Touring Park has an active PCI-DSS compliance programme in place. This is the international standard for safe card payment processes. As part of our compliance to this very stringent standard, we ensure that our IT systems do not directly collect or store payment card information; for example the full 16 digit number on the front of the card or the security code on the back.

Our online payment solutions are carried out using a 'payment gateway' (e.g. Sagepay) which is a direct connection to a payment service provided by a bank. This means that when you input card data into the payment page, you are communicating directly with the bank and the bank passes your payment to us, this means that your payment card information is handled by the bank and not processed or held by us.

CCTV

Some of our locations have Closed Circuit Television (CCTV) and you may be recorded when you visit them.

CCTV is used to provide security and protect our visitors. CCTV will be only viewed when necessary. (e.g. to detect or prevent crime) and footage is stored for a set period of time after which it is recorded over.

Subject access rights

If you would like further information on your rights or wish to exercise them, please write to us. You will be asked to provide the following details:

- The personal information you want to access
- Where it is likely to be held.
- The date range of the information you wish to access

We will also need you to provide information that will help us confirm your identity. If we hold personal information about you, we will give you a copy of the information in an understandable format together with an explanation of why we hold and use it.

Once we have all the information necessary to respond to your request we'll provide your information to you within one month.

What to do if you're not happy

In the first instance, please talk to us directly so we can resolve any problem or query. You also have the right to contact the Information Commissioner's Office (ICO) if you have any questions about Data Protection. You can contact them using their help line 0303 123 113 or at www.ico.org.uk

Keeping your Information

We will only use and store your information for as long as it is required for the purposes it was collected for. How long it will be stored for depends on the information in question, what it is being used for and, sometimes, statutory legal requirements.