

Introduction

This privacy policy sets out the way we process your personal information. It deals with how we collect information, what we do with it, how we protect it and what controls or rights you have. By visiting www.llwyncelyncaravanpark.co.uk continuing or as customer of Llwyn Celyn Holiday Home Park you are accepting and consenting to the practises described in this policy. We may change this policy from time to time, the date this policy was last updated is shown at the end of this document.

Our trading name is Llwyn Celyn Holiday Home Park

Your privacy – Our promise

We are committed to protecting the privacy of our customers and will treat all information you give us with care.

We promise to:

- Tell you why we collect personal information, how we do this and what we use it for.
- Only collect the information we need to deliver the service to you.
- Never sell your personal information or let any other organisations use it for marketing.
- Keep the personal information up to date and ensure it is safe and secure.

Who we are:

Llwyn Celyn Holiday Home Park, Adfa, Newtown, Powys, SY16 3DG VAT No 210 3247 67

What information we collect and how we collect it:

- Name and address.
- Email and telephone numbers.
- When you visit our website, we collect information about your IP address and pages you visit. This does not tell us who you are or address unless you choose to provide that information.

We collect the personal information in the following ways:

- When you provide information by filling in the form whether on our website or paper form.
- When you correspond with us by email, telephone or other ways.

How we use the information and why we need it:

We use the personal information to provide the services and to meet our contractual commitments to you.

In addition this may include:

- Processing – this will include using the information to fulfil any request made by you to receive an email or telephone call.
- Marketing – in addition to processing we will use your personal information to provide you with information which you have requested or would reasonably expect to receive from us. You will be able to change your mind at any time by contacting the address and we will keep your preferences up to date.

Who will see the information?

Your information will only be accessible to our staff and only where it is appropriate in respect of the role they are carrying out. We will never sell your information or let any other organisation use it for their own purposes.

We will only share your personal information:

- When we are legally required to, or because of a lawful request by a governmental or law enforcement authority.

Security

The security of your personal information is very important to us. All information you provide to us is stored on our secure servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site, any transmission is at your own risk. Once we have received your information we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the following rights:

- Transparency over how we use your personal information (rights to be informed)
- To request a copy of the information we hold about you, which will be provided to you within one month (right of access)
- An update or amendment of the information we hold about you (right of rectification)
- To ask to remove your personal information from our records (right to be forgotten)
- Request us to remove your information for marketing purposes (right to object)

You can write to us about any of these rights at the address. There is no charge for request and we will respond within one month.

Retention of information

We hold your information only for as long as necessary for each purpose we use it. This will normally be two years from our last interaction.

How to contact us

If you have any questions about this policy or rights regarding processing your personal information please contact

Llwyn Celyn Holiday Home Park, Adfa, Newtown, Powys, SY16 3DG

This policy was last updated on 18th August 2018.