



## Privacy Policy

In order to provide you with services you request, and to manage our relationship regarding correspondence and communications with you, we need to collect and use your personal information.

We collect personal Information that you provide when you make an inquiry, place a booking or request information. The following personal information may be collected and processed:

- Booking information, this includes your name, date of birth, address, contact details, information about your party, including age of children in the booking if camping.
- We collect your personal information to process and fulfil your booking(s), including payment details.
- Information contained in correspondence between us including emails, instant messages and facebook/social media correspondence

The legal basis for our use of this information is to fulfil our contract with you.

How Information is used:

- to carry out what is required regarding contracts between us. i.e card details to process payments for holiday deposits
- we may use any contact information you have provided to follow up on bookings and confirm information
- we may also use your personal information to provide you with information regarding our services, business and offers that may be of interest to you regarding our holiday park

How information is shared:

- access to your personal information is restricted to those within the business that require access to carry out their role e.g taking a booking

We do not transfer your personal information to third parties. However in the following circumstances personal information may be disclosed:

- to police and other law enforcement agencies for prevention and detection of criminal activity
- to insurers if a claim is made or could be made against us e.g accident book logs
- to protect our guests and premises from crime. We do operate CCTV throughout the park. If we discover any criminal activity we will process this information for the purpose of crime prevention or detecting unlawful activity
- to comply with any legal obligations

Why personal information is processed:

- to process and complete contracts and transactions
- to confirm bookings and enquiries
- to provide customer service
- to send emails containing confirmations, information, updates and other services related to the holiday park

Protecting Personal Information:

We have measures in place to maintain the safety of your personal information. All card details are taken over the phone and processed on our secure card terminal. After a transaction your information will be kept on file.

Personal information taken during the booking process will be kept for up to 10 years.

Your rights regarding personal information:

We will confirm to you whether or not we are processing and using personal information about you at your request.

We will rectify any inaccurate information.

We will delete any personal information at your request

Changes to our Privacy Policy

We reserve the right to modify our privacy policy and any changes will be posted on our website

[www.trevarrianhoildaypark.com](http://www.trevarrianhoildaypark.com)

Please contact us if you have any questions regarding our privacy policy.