

Privacy Policy

This privacy policy sets out how Coastal Campers uses and protects any information that you give Coastal Campers when you use this website or make a booking directly via email or phone. This privacy policy should be read alongside, and in addition to, our terms and conditions which can be found at www.coastalcampersoban.co.uk

Coastal Campers is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, emailing us or when making a booking over the phone, then you can be assured that it will only be used in accordance with this privacy statement.

Coastal Campers may change this policy from time to time by updating this page. You should check this page from time to time to make sure you are happy with any changes. This policy is effective from 22nd April 2019.

What we collect

We may collect the following data, which includes personal data, from you:

- Name
- Date of birth
- Contact information including email addresses, telephone numbers and postal addresses
- Other information relevant to customer surveys and/or offers
- Driving licence information
- Financial information such as debit/credit card numbers

in each case, in accordance with this privacy policy

How we collect data

We collect data in the following ways:

- Data is given to us by you; and
- Data is collected automatically.

Data that is given to us by you

Coastal Campers will collect your data in a number of ways, for example:

- When you contact us through our website, by telephone, post, email or through any other means;
- When you complete surveys that we use for research purposes (although you are not obliged to respond to them);
- When you enter a competition or promotion through a social media channel;
- When you make payments to us, through our website or otherwise;

- When you elect to receive marketing communications from us;
- When you use our services;

in each case, in accordance with this privacy policy.

Data that is collected automatically

To the extent that you access our website, we will collect your data automatically, for example:

- We automatically collect some information about your visit to the website. This information helps us to make improvements to our website content and navigation, and includes your IP address, the date, times and frequency with which you access the website and the way you use and interact with its content.
- We will collect your data automatically via cookies, in line with the cookie settings on your browser. For more information on cookies, and how we use them, see the section below headed “How we use cookies”.

How we use the data we collect

Any or all of the above data may be required by us from time to time in order to provide you with the best possible service and experience. Specifically, data may be used by us for the following reasons:

- Internal record keeping;
- We may use the information to improve our products and services;
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided;
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, telephone or mail;

in each case in accordance with this privacy policy.

We may use your data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed “Your rights” below).

For the delivery of direct marketing to you via email, we’ll need your consent, whether via opt-in or soft opt-in:

- Soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular service, and we are marketing similar services). Under “soft opt-in” consent, we will take your consent as given unless you opt-out.
- For other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we’ll provide.

- If you are not satisfied about our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed “Your rights” below.

Who we share data with

We may share your data with the following groups of people for the following reasons:

- Our employees, agents, insurance company and/or professional advisers
- Third party payment providers who process payments made over the website to enable third party payment providers to process user payments and refunds;

in each case in accordance with this privacy policy.

Security

We are committed to ensuring that your data is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the data we collect online.

If you suspect any misuse or loss or unauthorised access to your data, please let us know immediately by contacting us via email at coastalcampersoban@gmail.com

Data Retention

Unless a longer retention period is required or permitted by law, we will only hold your data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the data be deleted.

Even if we delete your data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

You have the following rights in relation to your data:

- Right to access – the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is “manifestly unfounded or excessive”. Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- Right to correct – the right to have your data rectified if it is inaccurate or incomplete.
- Right to erase – the right to request that we delete or remove your data from our systems.
- Right to restrict our use of your data – the right to “block” us from using your data or limit the way in which we can use it.
- Right to data portability – the right to request that we move, copy or transfer your data.

- Right to object – the right to object to our use of your data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your data (where consent is our legal basis for processing your data), please contact us via email at coastalcampersoban@gmail.com

If you are not satisfied with the way a complaint you make in relation to your data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>

It is important that the data we hold about you is accurate and current. Please keep us informed if your data changes during the period for which we hold it.

Change of ownership and control

Coastal Campers may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Coastal Campers. Data provided by you will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the data for the purposes for which it was originally supplied to us.

We may also disclose data to a prospective purchaser of our business or any part of it.

In the above instances, we will take steps with the aim of ensuring your privacy is protected.

How we use cookies

A cookie is a small file, which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allows web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify pages which are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer.

Links to other websites

Our website may, from time to time, contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question prior to using it.

General

You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.

Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

This privacy policy will be governed by and interpreted according to the law of Scotland. All disputes arising under the privacy policy will be subject to the non-exclusive jurisdiction of the Scottish courts.

Changes to this privacy policy

Coastal Campers reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the privacy policy on your first use of the website following the alterations.

You may contact Coastal Campers by email at coastalcampersoban@gmail.com