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Woodview Campsite

Privacy policy

Woodview campsite is committed to respecting the privacy of its customers.

This privacy policy how Woodview campsite complies with its obligations under data protection legislation.

It applies to any personal information we obtain about you, whether via the website, or by phone in connection with a booking or purchase from us or otherwise.

The data controller is Woodview Campsite, however personal information may be disclosed to third parties who receive and process this information as a data controller in their own right .

Personal information is information about you and from which you can be identified.

- It includes your name, address, contact details, payment information, and details of your bookings and purchases.
- This information will be collected in the course of our relationship with you through a variety of means, including phone, website, in person, or through third parties.
- The information may include
- Your name age and address
- Your phone numbers and email address

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- Your card or payment details
- Details of bookings , purchases, or services you request.
- Other information you provide when filling in forms (eg registration) or during a stay on our campsite.
- CCTV footage in which you feature when visiting our campsite.
- In the event of an accident we may record details in an accident book
- When you visit our website we will collect information about your computer, and mobile device.

We have set out the legal basis on which we process your information.

Purpose	Legal basis
To administer booking requests and purchases, including confirming your booking or purchase and otherwise communicating with you about your booking or purchase	This processing is necessary for the performance of our contract with you or for taking steps at your request in order to enter into a contract; some uses of your information for this purpose may be for our legitimate business purposes or with your consent
To provide you with other products and services you request	Depending on the circumstances, the processing is carried out for the performance of our contract with you, for taking steps at your request in order to enter into a contract, for our legitimate business purposes or with your consent
To manage our relationship and to administer your membership to any membership scheme we provide	Depending on the circumstances, the processing is carried out for our legitimate business purposes, with your consent, for the performance of our contract with you or for taking steps at your request in order to enter into a contract

Purpose	Legal basis
To help us to provide, review, develop and improve our products and services; this may include contacting you (including by email) for market research purposes	The processing is carried out for our legitimate business purposes
To provide you with information that you have requested from us	Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent
To send you marketing communications (as further described below)	Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent
To customise this website according to your interests and ensure that content is presented in the most effective manner for your computer, tablet or mobile device	Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent
To allow you to participate in interactive features of our service where you have chosen to do so	Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent
To address any claims made against us; for example, we may share details of our accident logs and CCTV footage with our insurers in connection with any claim made or likely to be made against us	Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)
To comply with any legal or regulatory obligation (including in connection with a court order)	This processing is necessary for compliance with law
To enforce or apply the agreements we have with or otherwise concerning you (including agreements between you and us (or one or more of our affiliates))	Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)
To protect our rights, property or safety or those of our customers, employees or other third parties	Depending on the circumstances, the processing is carried out for our legitimate business purposes, compliance with law, to protect the vital interests of a living person (ie matters of life or death), or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)

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We use CCTV on our campsite for crime prevention and safety reasons

With whom do we share personal information

- Organisations that provide us with services
- External agencies such as the police to prevent and detect fraud, or criminal activity
- Our insurers in the event a claim is made against us.

We will keep your information as long as is necessary given the purpose for which it is collected

Online Security

We take your security very seriously.

We will take steps to protect your personal information in accordance with our duties under the law.

If you have created a password to access parts of our website you are responsible for keeping it confidential.

Unfortunately the transmission of data via the internet is not completely secure.

We may use your details for marketing purposes.

We will not sell your data.

All transactions are handled using a secure server through Worldpay.

You have rights under the GDPR:

- (a) to access your personal data
- (b) to be provided with information about how your personal data is processed
- (c) to have your personal data corrected
- (d) to have your personal data erased in certain circumstances
- (e) to object to or restrict how your personal data is processed
- (f) to have your personal data transferred to yourself or to another business in certain circumstances.

You have the right to take any complaints about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

0303 123 1113.

Information Commissioner's Office
Wycliffe House Water Lane Wilmslow
Cheshire SK9 5AF

For more details, please address any questions, comments and requests regarding your data to Michael Cobbledick

info@woodviewcampsite.co.uk