

# General Data Protection Regulations

## Tullans Country Holiday Park Privacy Notice for Touring Customers Including Seasonal Touring Customers

Under the General Data Protection Regulations out on 25th May 2018, we are “data controller” of your personal information that we have collected about you, and we have certain legal responsibilities concerning how we collect, use and share your personal information.

### What Information we Hold

We currently hold your name, address, telephone numbers, email address, customer password (encrypted), mailing list preference, language, nationality and booking data from the booking form on our website or from details you have given us on face to face bookings or telephone bookings. These are the details you have used to make a booking on the park. You may also have opted in to receive marketing information and Newsletters from the park. These records are held securely on our booking system server.

The cookies used during the booking process are only for the requirement of the booking process e.g. remembering the dates chosen etc and also for Google Analytics.

### How we use your Personal Information

We only hold your personal information that is lawfully used in our business. We use your personal information to communicate with you regarding your booking and, if selected, send you marketing information on the park.

For bookings made face to face or by telephone where we send you the booking confirmation by email, we will ask you at time of booking if you would like to receive marketing information from ourselves. The response will not influence the booking in any way.

All Newsletters and blogs include an unsubscribe option at the bottom so you can stop receiving information from us at any time you wish.

We ask you for feedback via email about your booking, normally about 2 days after your date of departure. It is considered a normal and legitimate part of our business and we would like your input so we can improve our service to you. We will not market to you and it is up to you whether you wish to leave a review and let us know about your stay.

### **Transfers of Personal Information**

We will keep your personal information for marketing purposes for as long as you wish to continue receiving information from us. You can opt out/unsubscribe at any time by clicking on the unsubscribe link at the bottom of every Newsletter or blog we send you.

### **How Long will we keep your Personal Information?**

We will keep your personal information for as long as you wish to continue receiving information from us. You can opt out/unsubscribe at any time by clicking on the unsubscribe link at the bottom of every Newsletter or blog we send you.

We will keep your personal information from your booking for as long as you are considered a customer.

All data within the Campmanager system is stored on servers located in a secure UK data centre which complies with the ISO27001 information security standard.

All Campmanager data is transferred securely over SSL (Secure Sockets Layer) 256-bit encryption. All data and customer data is encrypted and transmitted securely.

### **Lawful basis for Processing your Personal Information**

We lawfully hold your personal information to enable us to:

- A. Undertake our legitimate business interests including enabling us to provide you with products, services and marketing information.
- B. To fulfil our legal and regulatory obligations

### **Your Rights in relation to your Personal Information**

If you have any questions in relation to our use of your personal information, you should first contact us in Reception or phone us on [028 70342309](tel:02870342309)

Under certain conditions, you may have the right to request us to:

- a. Provide you with further details on the use we make of your personal information
- b. Provide you with a copy of the personal information that we have collected about you
- c. Update any inaccuracies in the personal information we hold

- d. Delete any personal information that we no longer have the lawful ground to use
- e. Object to our use of your personal information if it is causing you undue harm. In such a case we must cease using your personal information for that purpose.

Our full General Data Protection Regulations Policy for touring caravan bookings and Newsletter sign up is available in Reception and on the website [www.tullans.com](http://www.tullans.com) . If you require any further information please do not hesitate to Contact us

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