

Mill House Caravan Site & Boatyard

Privacy Notice

Who processes your information?

Mill House Caravan Site & Boatyard is the data controller of the personal information you provide to us. This means we determine the purposes for which, and the manner in which, any personal data relating to customers and suppliers is to be processed.

In some cases, your data will be outsourced to a third-party processor; however, this will only be done where required, unless the law requires us to share your data. Where Mill House Caravan Site & Boatyard outsources data to a third-party processor, the same data protection standards that Mill House Caravan Site & Boatyard are imposed on the processor.

Why do we collect and use your information?

We use your data:

- to take bookings
- to monitor annual records
- to assess the quality of our services
- to comply with the law regarding data sharing
- to provide data to the local authority as required statute or by current contracts, service level agreements or data sharing agreements with the local authority
- to provide fire and safety regulations and reports
- Mill House Caravan Site & Boatyard holds the legal right to collect and use personal data relating to customers. We collect and use personal data in order to meet legal requirements and legitimate interests set out in the GDPR and UK law, including those in relation to the following:
 - An employer's right to work checks (Home Office May 2015)
 - COSHH Regulations 2002. SI 2002 No 2677 Regulation 11; Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made.
 - Regulation 18 Control of asbestos at work regulations 2012 SI 1012 No. 632
 - Regulation 19 Health and Safety at Work Act 1974

How long is your data stored for?

Personal data is stored in line with Mill House Caravan Site & Boatyard's annual season dates. In accordance with the GDPR, Mill House Caravan Site & Boatyard does not store personal data indefinitely; data is only stored for as long as is necessary to complete the task for which it was originally collected.

Why we share information

- Mill House Caravan Site & Boatyard will not share your personal information with any third parties without your consent, unless the law allows us to do so.
- Mill House Caravan Site & Boatyard routinely shares information with the following third parties:
- Google Forms, provider for online booking system.
- PayPal, provider of online transactions.
- Square, provider of online transactions.
- Dojo, provider of in person and telephone card payments.
- Dropbox, provider of cloud-based file storage.
- Quickbooks, provider of financial accounting.

We share the following information with these providers.

- Google Forms - Name, postcode, phone number, email address, booking dates and times, type of camping unit, method of payment used.
- PayPal - Name, email address, payment method.
- Square - Name, email address, payment method.
- Dojo - Address, phone number, email address, payment method.
- Dropbox, Name, address, phone number, email address.
- Quickbooks, Name, address, phone number, email address.

What are your rights?

Customers have the following rights in relation to the processing of their personal data.

You have the right to:

- Be informed about how Mill House Caravan Site & Boatyard use your personal data.
- Request access to the personal data that Mill House Caravan Site & Boatyard holds.
- Request that your personal data is amended if it is inaccurate or incomplete.
- Request that your personal data is erased where there is no compelling reason for its continued processing.
- Request that the processing of your data is restricted.
- Object to your personal data being processed.

Where the processing of your data is based on your consent, you have the right to withdraw this consent at any time.

If you have a concern about the way Mill House Caravan Site & Boatyard is collecting or using your personal data, you can raise a concern with the Information Commissioner's Office (ICO). The ICO can be contacted on 0303 123 1113, Monday-Friday 9am-5pm.