

Privacy Policy Mill Hill Farm Caravan and Camping Park

Scope of this policy

This Policy explains how we use any personal information collected by us through our own website and person to person. Where you have accessed our website via another website please see their privacy policy for information on how they use your information including cookies.

What information do we collect about you?

We may collect information about you when you contact us via our website, through emails or person- to -person when making an enquiry about our services or place an order for products or services. We will not collect personal information about you unless you provide us with that information voluntarily.

Any non-public personal information that you may provide via our site will be used solely for the purpose stated on the page where it is collected. Mill Hill Farm will not sell, license, transmit or disclose this information unless expressly authorised by you or required by law.

In all cases, we will disclose the information consistent with applicable laws and regulations and we will require the recipient to protect the information and use it only for the purpose it was provided.

By "personal information," we mean data that is unique to an individual, such as a name, address, e-mail address, telephone number, vehicle registration numbers and CCTV images.

Please note that your e-mail, like most, if not all, non-encrypted Internet e-mail communications, may be accessed and viewed by other Internet users, without your knowledge and permission, while in transit to us. For that reason, to protect your privacy, please do not use e-mail to communicate information to us that you consider confidential.

When you use the online booking system you are using an online booking site hosted by GemaPark who collect data on our behalf to create your booking.

Your payment arrangements are through the online Worldpay secure site.

When you make a telephone booking we may collect any, or all of the information that you give us. Depending on the type of transaction you enter into this may include your name, address, telephone number, email address and card details.

How do we use your personal information?

We keep and use your data for the purposes of:

Managing your booking for touring holidays before and during your stay;

Billing and communicating with you about your seasonal pitch and caravan. Your information will be destroyed after you cease to be a seasonal customer and all outstanding invoices are settled and your caravan has been removed.

Advising you about seasonal pitch or storage availability if you have requested to go on our waiting list.

Billing and communicating with you about your caravan in storage. Your information will be destroyed after you cease to be a storage customer and all outstanding invoices are settled and your caravan has been removed.

We use CCTV and vehicle recognition software to monitor the site and shop for security reasons. We keep this information for 30 days before it is deleted. This information may be shared with others for the purposes of crime detection.

Marketing

We do not use your information for marketing purposes other than advising you about our own special offers or seasonal/storage availability.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write to us at the following address. Mill Hill Farm, Westleton Road, Darsham, SAXMUNDHAM, Suffolk. IP17 3BS

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information. This information is used to track visitor use of the websites and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

Linking to Other Sites

We have provided links to other websites that we think might be useful or of interest to you, however, we cannot be responsible for the privacy practices used by other website owners or the content or accuracy of those other websites. Links to various websites do not constitute or imply endorsement of these websites, any products or services described on these sites, or of any other material contained in them.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 25 May 2018.