

Privacy Policy

This is the main Privacy Policy for Salcombe Regis Park Limited. A Company registered in England under registration number 8874929. Our registered address is Salcombe Regis Camping and Caravan, Salcombe Regis, Sidmouth, Devon. EX10 0JH. We trade as “Salcombe Regis Camping and Caravan Park”.

We collect personal information provided by you in the process of all booking enquiries, brochure requests, booking confirmations and payments made by cards, bank transfers or cheques either over the internet, telephone, post or face to face.

At Salcombe Regis Camping and Caravan Park we collect different types of information about people who visit our websites and provide such information for four main reasons:

1. To provide personalised services unique to our individual customers.
2. To help us to monitor and improve the services we offer.
3. If we have permission from the customer, to send them email and/or postal notifications in the form of booking confirmations, newsletters, promotions and special offers.
4. In the interest of safety and security on site.

Our Services:

- Campsite Bookings
- Holiday Insurance
- Marketing and Special Offers

Our Principles

We do our best to protect and respect your privacy. You should only receive marketing messages from us if you have agreed to do so. We use a combination of offline and online activity. Our marketing channels include:

- Emails
- Postal communications
- Live Calls
- Social media channels – Facebook, Twitter, YouTube, Google+, Instagram & Trip Advisor.

We may use the above marketing channels to contact you with information or questions about your booking(s), holiday reviews that you have left in the public domain, booking confirmations, reminders and news updates.

We collect and use details only if we have your permission or we have sensible business reasons for doing so, for example we need to collect your address and contact details to manage any bookings you have made with us.

What information do we collect?

We only collect the information that you voluntarily give us which is generally your name, address and post code; your telephones numbers (Landline and mobile); email address and vehicle registration numbers.

We collect this information from you:

- When you register to become a customer or enquire about the services offered by Salcombe Regis Camping and Caravan Park
- When you use our website
- If you choose to reveal information (Name) in reviews
- When you enter promotions and competitions
- When you make a booking or general enquiry
- When you make a credit card payment or bank transfer
- When you enter our Park and by doing so you agree to CCTV images being captured in the interest of site security, your safety, welfare and the recording of any incident.
- If you have an accident and we are required by law to maintain such records
- If you have acted in an antisocial or dangerous manner likely to be a risk to yourself and/or others. We will record details about any such incident and your name will be retained on a list to avoid any future bookings. The list is retained indefinitely in the interest of site security and the welfare of you and other guests

When providing any of the services detailed above under 'Our Services' we may collect extra information, such as your date of birth. This is so that we can tailor our marketing communications to you.

How long do we retain customer information?

Due to the nature of our business our customers return year on year and it is beneficial to both parties to keep records on file to enable easy retrieval of information and booking history.

For general touring business we hold an electronic record only on our Booking System until such time as we are asked by you to remove it. Our reason for this is that it ensures a speedy retrieval of your information negating the need to repeat your details. It also informs us of your history and booking preferences. We do not remove the name and address of any customer that has breached our park rules as this is required for customer identification and to enable us to decline a future booking at the point of sale therefore avoiding any unnecessary confrontation on site.

For Seasonal and Storage customers we retain an electronic record and a paper copy of their completed signed application form including their insurance details. In line with our accounting policy we retain these paper records for 7 years at which time all paper records are securely destroyed.

For Static Caravan bookings we make reference to the payment method used at the time of booking (Merchant Copy for card payments or bank sort code and account number cheques) for the purpose of a refund of the Cleaning Deposit. We keep a paper record in a diary system for up to 7 days after the end of your holiday. We do not need to know and nor do we hold the 3 pin security number for card payments to make a refund. Once we have refunded the deposit with 7 days of the end of the holiday, all reference to it is securely destroyed.

CCTV is in operation on our site and 8 cameras capture activity on site in the main public areas. Images are stored on a hard drive in a secure location and password protected. Images are retained for a period of up to 8 days prior to being over-written by new data. No backups or additional recordings are made unless there is a compelling and/or legal reason for us to do so.

Electronic Card Payments

We take card payments over the telephone and face to face. We give the customer copy directly to the customer if present otherwise it is sent at their request by post or destroyed by us at the end of the working day. We do not record or retain (in writing or electronically) any card details not already shown on the Merchant copy produced by the card machine. The 3

digit security code is only ever recorded for late arrivals when reception is closed to enable the payment to be taken the following morning. In this instance the payment is processed the following day and any information held is securely destroyed as soon as the transaction has been completed.

Merchant copies are held in line with our accounting policy and held in the management office for a period of 7 years. They are securely destroyed thereafter.

Merchant copies are used for reference to enable the return of deposits and cancellations within the 7 day cooling off period. No other details are required.

We annually complete a Barclaycard Data Security Manager Self-Assessment and certification and remain fully compliant with all PCI DSS requirements.

How do we protect electronic data on our computers?

Our electronic data is secured by way of Virus Protection, Firewall and Anti Malware. Our booking system is only accessed by our authorised and trained reception staff or software engineers and it is only live during normal working hours. Computers are shut down at the close of business daily and electronic backups are taken and stored in a locked safe. Only Management personnel hold the keys to the safe.

Marketing Communications

After you have made a booking or made an enquiry with us, we may send you marketing communications via post or email that we think will be of interest to you. At the point of registration and at any time thereafter you can decide not to receive these messages.

Use of children's data

Upon booking with us we collect and store a small amount of personal information about children. This information is voluntary during the booking process and consists of name and age. This allows us to send you relevant messages, for example letting you know about camping offers during the school holidays.

Updating your personal information

You can update your personal information at any time. If you would like to change your marketing preferences in relation to all of our marketing channels then please send us an email or call the office reception on 01395 514303 and we will update our records accordingly.

Bookings

When you make a booking with us we may send you postal or email communications we think might be of interest to you. At the time of collection of this information you can opt out of receiving these communications. You can also, at any time, be removed from receiving these messages and we will remove you from our database. You can either do this by emailing us, by writing to Salcombe Regis Camping and Caravan, Salcombe Regis, Sidmouth, Devon. EX10 0JH, or by calling our reception on 01395 514303.

How do we use data?

We will use the information you provide to us in order to:

- Investigate and resolve any problems with any services supplied in the event of you making a complaint
- Improve the content of our web pages
- Market our own products and services to you which we think you will be interested in

Who we share data with?

We will not share your personal information with any other 3rd party for marketing purposes whatsoever. We will however pass your information on to any legal or statutory body should we be obligated to do so.

Legal information and how to contact us

The Data Controller Manager is the person responsible for protecting information and in this instance is: - Mark Langdown (Director) Salcombe Regis Park Ltd, Salcombe Regis Camping and Caravan Park, Salcombe Regis, Sidmouth, Devon. EX10 0JH. Tel: 01395 514303. Email: contact@salcombe-regis.co.uk.

If you would like to know, or wish to receive a copy of, the personal information we hold about you; to request a correction; or have any questions about how we may use it; or to make a complaint, please contact the Data Protection Manager at the address shown above.

Complaints will be dealt with by the Data Protection Manager and he will respond within 30 days.

If you are not satisfied with the way your complaint was handled, you may be able to refer your complaint to your local data protection regulator. In the United Kingdom this is the ICO (Information Commissioner's Office). We are registered with the ICO under reference ZA273141.

Changes to the Privacy Policy

Should we elect to change our Privacy Policy we will post the changes here. Where the changes are significant, we may also choose to email our customers with the new details.

Last updated on Monday 14th May 2018.