

Data Privacy & Cookie Statement

Bath Chew Valley Caravan Park takes responsible precautions to preserve your privacy in accordance with the General Data Protection Regulation (GDPR) and the Privacy of Electronic Communications Regulations when you use our website, enquire or register to receive information from us.

The company is unable to give assurances or take responsibility for, or be held liable for, the actions or content of external websites linked to the Bath Chew Valley website.

What is a 'Cookie'?

A cookie is a tiny text file which is placed on your computer or communication device when you visit our website. Cookies may be used by our software or by other marketing services providers. Cookies identify your device to help keep the website operating and relevant to your needs.

Cookies used on www.bathchewvalley.co.uk do not identify you personally to us nor communicate any personal information about you to us.

What Personal Information do we collect?

You may give us data orally or by filling in forms or by corresponding with us by post, phone, email or otherwise, for example when you:

- enter into a contract with us or contact us about doing so;
- contact us about any contract we have with you;
- request marketing to be sent to you;
- enter a competition, promotion or survey;
- give us some feedback.

We may also receive personal data about you from third parties and public sources, including other customers when they interact with us.

- When you register or enquire through our website, we request sufficient information to correspond with you in order to satisfy your requirement or enquiry.
- We may subsequently contact you with information about Bath Chew Valley Caravan Park's announcements or promotions.
- These communications contain an 'unsubscribe' option should you desire to do so.
- We do not share personal information to any third party organisations unless expressly agreed with you in advance, OR we have been legally obliged to do so.
- We may share your personal information with parties connected to your booking unless you expressly ask us not to. For example (but not limited to), confirming to other parties in your group if you have arrived, or directing visitors to your pitch.
- Our data retention policy is 3 years.

We use this data: to perform any contract with you, necessary for our legitimate interests, and to manage our relationship with you including:

- Managing payments, fees and charges
- Collecting and recovering money owed to us
- Addressing any breach

If You Fail to Provide Personal Data

If you do not provide personal data to us and this would prevent us from performing the contract we have or are trying to enter into with you, or place us in breach of the law, we may have to cancel our contract. We will notify you if this is the case.

Access to Information

You are entitled to receive a copy of all information which Bath Chew Caravan Park holds about you at any time.

You may also request us to amend or delete any information held about you at any time.

Should you wish to do either of these things, please e-mail enquiries@bathchewvalley.co.uk or write to us at Bath Chew Valley Caravan Park, Ham Lane, Bishop Sutton, NE Somerset, BS39 5TZ.

There is usually no charge for this service.

Third Party Links

Our website includes links to information sources which are intended to help you plan your visit. Bath Chew Valley Caravan Park cannot be held liable for the content or privacy policies of those website owners over whom the company has no control. The views, content and opinions included on external websites are the responsibility of the owners of those websites.

However, in the event that visitors believe content to be offensive, contravene codes of advertising practice or your personal data security, please inform us in writing or by e-mail so we may deal with your complaint.

Information Commissioner's Office

If you would like to further information on any aspect of our policy we would be delighted to hear from you. If you would like to learn more about data protection and privacy of electronic communications, the Information Commissioners' Office has a very comprehensive website and contact details at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

Website Security

We have installed electronic and administrative security precautions to protect our website and booking system. Despite this, Bath Chew Valley Caravan Park cannot take any responsibility or liability for the security of your own computer or electronic communication device's security.

Please ensure your own firewall and anti-virus protection is installed and is kept up-to-date.