

## **PRIVACY NOTICE**

### **POPPYLAND TOURING PARK & PUDDLEDUCK HOLIDAY COTTAGE**

The Green, Thorpe Market, Norwich, Norfolk. NR11 8AJ

Tel: 01263 834 005

Email: [enquiries@poppyland.com](mailto:enquiries@poppyland.com)

**Data Protection Officer:** Pam Bowles

### **Introduction**

We respect your privacy and are committed to protecting your personal data. This privacy notice will tell you how we look after the personal data we collect from you or that you provide us and about your privacy rights.

### **How we collect your Personal Data**

You may give us data orally or by filling in a website contact form or by corresponding with us by post, phone, email or otherwise, ie 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
- give us some feedback

We may also receive personal data about you from third parties including other customers, friends or relatives when they interact with us to make bookings on your behalf.

### **The purpose of processing your personal data**

We use your personal data to enable us to fulfil our contractual obligations with you and to enable us to give you the service you would reasonably expect from us.

### **Categories of personal data concerned**

Personal data provided by you such as: your name, address, phone number, email address or other information provided by you that is relevant to your booking or your stay.

Special categories of data: GDPR defines several special categories of data that naturally require careful handling. One of these categories 'HEALTH' may occasionally be relevant to your stay or your enquiry. We will, with your permission, record the details to enable us to direct you to the relevant information regarding the suitability of Poppyland Touring Park and Puddleduck Holiday Cottage to enable us to best help you enjoy your visit safely.

### **What is our legal basis for processing your personal data?**

Our lawful basis for processing your general personal data is defined as 'Legitimate Interests'. (Processing necessary for the performance of a contract with you. Processing necessary for purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject)

Our lawful basis for processing your special categories of data is 'Consent'. We will only record or process this data with your consent AND if you or we consider that recording the data is necessary.

Your personal data will be treated as strictly confidential and will be shared only if we have a legal obligation to so (eg a Court Order).

We will not sell, rent or otherwise distribute or make public any of your personal information.

### **How long do we keep your personal data?**

We keep your personal data for no longer than reasonably necessary and we only retain your data for the purposes of fulfilling our obligations to you, and enabling us to assist you efficiently in the future.

### **Providing us with your personal data**

You are under no statutory or contractual requirement or obligation to provide us with your personal data. But we may be unable to progress your enquiry or booking with us without this data.

## **Your rights and your personal data**

Unless subject to an exemption under the GDPR you have the following rights with respect to your personal data:

The right to request a copy of the personal data which we hold about you.

The right to request that we correct any personal data if it is found to be inaccurate or out of date.

The right to request your personal data is erased where it is no longer necessary to retain such data.

The right to withdraw your consent to the processing at any time, where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability).

The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.

The right to object to the processing of personal data where we are relying on consent or our legitimate interests (or those of a third party) as the justification for processing the data.

You can exercise these rights at any time by writing to us at the address or email detailed above.

## **No fee usually required**

You will not have to pay a fee to access your personal data (or exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively we may refuse to comply with your request in these circumstances.

## **We may need to request specific information from you**

In order to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights) we may need to request specific information from you. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

## **We try to respond to all legitimate requests within one month**

Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## **Transfer of Data Abroad**

We do not transfer personal data outside the European Economic Area.

## **Automated Decision Making**

We do not use any form of automated decision making in our business.

## **Further processing**

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

### **Visitors to our website**

This website collects personal information only where the user of the website has completed and submitted our Contact Form. Such personal information is not shared with any other organisations or third parties.

### **Website visitation tracking**

Like most websites, this site uses Google Analytics (GA) to track user interaction.

Although GA records data such as your geographical location, type of device, internet browser and operating system; none of this information personally identifies you to us.

GA may also record your computer's IP address, which could be used to personally identify you but we do not have access to this data which is collected by Google.

Google is a third-party data processor. GA makes use of cookies, details of which can be found on Google's developer guides.

Disabling cookies on your internet browser will stop GA from tracking any part of your visit to our website

### **Website Contact forms and email links**

Should you choose to contact us using the Contact Form on our Contact Us page or an email link, the data that you supply will not be stored by this website. The data will be collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP).

### **Use of Cookies**

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information <https://policies.google.com/privacy>

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

### **Third Party Links**

Our website may include links to third-party websites. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

### **Data Security**

We limit access to your personal data to those employees, agents, contractors or other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We will report any unlawful data breach to all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

### **Changes to the Privacy Policy**

This privacy policy may change from time to time in line with legislation or industry developments. We will not explicitly inform our clients or website users of these changes. We recommend that you check this page occasionally for any policy changes.

### **How to make a complaint.**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) ([www.ico.org.uk](http://www.ico.org.uk)). We would however, appreciate the opportunity to deal with your concerns first.