

BMV Leisure & Shaftesbury Luxury Lodges

GDPR Statement



BlackmoreVale
LEISURE



BMV Leisure & Shaftesbury Luxury Lodges

We strive ensure our guests and employees have a data safe relationship with us and will always aim to be responsible for, and with the data we keep, which is necessary for the purposes required or for which we have consent for its use.



The new EU General Data Protection Regulation (GDPR) rules come into effect on 25th May 2018. This is our statement so you know that we're adhering to these regulations & what we're doing about protecting your privacy.

We take your privacy seriously and when you share your data with us we take care to protect it. That's why we've updated our Privacy Policy to reflect this and this email gives you a quick overview of the regulations & what we do to keep your data safe.

You can find our updated Privacy Policy on our website and hard copies in our office.

In summary, with reference to the GDPR regulations individuals have eight important rights:

The right to be informed - This means that you have the right to know what we do with your data, why and how you can withdraw your consent for us to do that.

The right of access - You have the right to know what data we store about you, check that it is accurate, or that it is being used lawfully and we will provide you with any data that we hold about you.

The right to rectification - Should you believe the information we hold about you to be inaccurate then you may contact us and we will correct the information we store (including any 3rd parties).



The right to erasure - You may request that we erase the information which we hold about you (also known as the right to be forgotten). In order to comply with your wishes, we will have to cease providing you with the services.

The right to restrict processing - You may ask us to restrict the processing of your personal information if you think it is inaccurate, you object to the processing, or you wish us to retain the information past the point at which we would normally remove it as you wish to establish or defend a legal claim.

The right to data portability - You may request a copy of the data that we hold about you in a machine-readable format (for example an Excel spreadsheet or text file) for the purposes or re-using that data for any reason.

The right to object - Should you object to our handling of your data in the areas of direct marketing, processing orders, or for any other reason then you may inform us of your objection. If we agree with your written objection, and whilst we consider it, that we will not use the data in the way to which you are objecting.

Rights in relation to automated decision making and profiling - We do not use automated decisions (via a computer algorithm) on certain aspects of the marketing materials that we send to you. We do not make any other automated decisions on your information. We do not make any decision on what the GDPR regulations suggest is special categories of personal information; nor make any decisions based on ethnicity, race, sex, gender or disability.

If you have any questions regarding our GDPR policies of the data that we hold on you, please do not hesitate to contact us. Please email info@bmvcaravans.co.uk

Our Online Privacy – website policy

Privacy Policy

We are dedicated to safeguarding the privacy and data of our website visitors and users; this policy sets out how we will treat your personal information.

What information do we collect?

We may collect, store and use the following kinds of personal data, including information about your computer and about your visits to and use of this website (geographical location, browser type, referral source, length of visit, pages viewed and activity on each page); information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters including contact details. Other information that you choose to send to us via forms, email and other methods.

Using your personal data

Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to

improve your browsing experience by personalising the website, send you general (non-marketing) commercial communications, send you email notifications which you have specifically requested; send to you our newsletter(s) and other marketing communications relating to our business.

Cookies

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We use both "session" cookies and "persistent" cookies on our websites. We will use the session cookies to: keep track of you whilst you navigate the website; and to monitor user behaviour for statistical and marketing purposes. We will use the persistent cookies to: enable our website to recognise you when you visit. Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one.

You can learn more about cookies and how to reject cookies using different types of browser by visiting <http://www.allaboutcookies.org>

Google Analytics

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information.

View Google's privacy policy <http://www.google.com/privacypolicy.html> also for more on cookies and

Google Analytics <https://developers.google.com/analytics/resources/concepts/gaConceptsCookies>



If you buy a caravan

We have to keep your details on hard copy file as records of sale for at least seven years. We keep them secure and once they are no longer required we dispose of responsibly. We also keep them on soft copy file.

We may contact you for services you have already expressed an interest in, such as caravan service reminders or special offers. If you do not wish to receive them any more please let us know and we will ensure we remove your details for this purpose.

Third Parties

We do pass your details to the manufacturers of Caravans if they are brand new in order that your warranty may start and be intact: These include Lunar, Knaus and Powrtouch. We will also pass to other businesses with your *consent* including CRIS & Caravan Guard.



If you book a holiday – caravan or lodge hire

We keep records of your booking including your personal details on Hard Copy and Soft copy securely as required.

You will be asked at check in if you would like us to contact you for offers and other relevant information like reminding you to book for an event. This is an opt in service and you can opt out at any time



Employees, contractors and business Partners.

We only keep the information we need on you to run the business, identify you. We keep details required to pay wages / invoices and report to National insurance, Pension schemes or PAYE as required.