

Milestone Caravan Park

**Great North Road
Cromwell
Newark
Nottingham
NG23 6JE**

Privacy Policy

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Website Fair Processing Policy

Please read our policy carefully and ensure that you understand it. If you do not accept and agree with any part of it please stop using the website immediately, your continuing use of our website will be seen as acceptance of this policy.

1. Information about us

SPS Properties (Midlands) Ltd

Trading as Milestone Caravan Park

Our VAT number is 416 1425 82

If you have any questions about the website or the use of your data please contact us at 01636 821244 or enquiries@milestonepark.co.uk

2. User Rights

As a user you have the following rights-

- Right to be informed about our collection and use of personal information;
- Right of access to the personal information we hold about you;
- Right to rectification if any personal information we hold about you is inaccurate or incomplete;
- Right of erasure, also so known as 'the right to be forgotten' of any personal information held about you unless we are obligated to retain the information for other legal reasons, the grounds are not valid or if the data is required for use in the defence of a legal claim.
- Right to restriction of processing of your personal information;
- Right to data portability (ability to ask for a copy of or a transfer of your personal data);
- Right to object to the use of your data for particular purposes;

3. Data Collection

Expect where you contact us directly through any of our contact options available on the Website, we do not collect any personal data from you. However, we do place cookies on your computer or device. More details can be found in our cookie policy.

If you contact us or send us an email, we will retain the details you provide to us including your name, your email address, and any other information which you choose to give us.

Certain personal information is categorised by UK data protection law as 'special category data'. In some situations, we process special category data about you, for example information about your health.

4. Using your information

Where we hold any personal information, it will be processed and stored securely, for no longer than is necessary considering the reason it was provided to us.

We will potentially –

- i. Reply to your email
- ii. Provide details on holiday bookings, lodge sales, seasonal pitches, caravan storage, plus anything that we think may be of interest to you
- iii. Offer or provide you with products and services requested, plus any other we think may be of interest to you

- iv. To enable you to transact within certain areas of our digital services and perform activities such as make site bookings or complete enquiry forms

We will delete your personal information once your request has been met and the service has been provided, expect where –

- i. You were interested in details of products or services we are offering, when we will continue to hold your information in order to send you information on other products and services that may interest you.
- ii. You become a customer
- iii. You require us to retain it for longer
- iv. We are required to retain it for longer for other legal reasons

You have the right to withdraw your consent to us using your data and to request that we delete it. We will not share any of your data with any third parties for any purpose other than as set out below.

4.1 With service providers

Where required we may shared limited personal information you provide when you register with us or enter into a transaction with us, as necessary and only for the purposes and on the lawful grounds described above with various third parties who process your personal information on our behalf (Data Processors) such as;

- Software & System
- Website hosts and analytics platform
- Social media hosting services
- Trusted partners
- Competition sponsors
- communication distribution and marketing companies
- third party retail suppliers
- financial transaction providers
- infrastructure service providers
- contractors working for our caravan park in an operational capacity
- cloud service providers
- data storage, redaction and destruction partners

4.2 We require that these service providers and other third parties adhere to strict rules when processing your personal information, including to only use your personal information in accordance with our specific instructions and the applicable laws.

4.3 With legal enforcement

We will disclose personal information where required by law or legal process, for the administration of justice, to protect your vital interest, for investigation be law enforcement or regulatory bodies, to protect and defend our property and legal rights, to protect the personal safety of our website users or by order of a valid injunction from court or law enforcement agency.

4.4 In relation to business interests

In the event we sell, lease or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business assets.

4.5 If, Milestone Caravan Park is or all of its assets are acquired by a third party, personal data held by us about our customers will be one of the transferred assets.

5. Storage of your Data

Your Data will only be stored in the EU.

6. Accessing Your Data

You have the right to ask for a copy of any personal information we hold on you free of charge. Please contact us to make a request accounts@spsproperties.co.uk

To make the request process easy for you and to ensure we have all the information we need to be able to fulfil your request. We may request further information from you to help us verify your identity.

Once we have all the information necessary to respond to your request and have confirmed your identity, we'll locate your information and manage your request without undue delay and in any event within one calendar month. Note that this timeframe may be extended by two further months if your request is particularly complex or there is a large volume of requests

7. CCTV

Our site has Closed Circuit Television (CCTV) and you may be recorded when you visit us. CCTV is used to provide security and protect both our customers, visitors and our property. CCTV will only be viewed when necessary, for example, to detect or prevent crime, and footage is stored for a set period of time after which it is overwritten. Our caravan park aligns with the Information Commissioner's Office CCTV Code of Practice and we put up notices, so you know when CCTV is used.

8. Changes to our Policies

We recommend that you check this page regularly to keep up to date, as we reserve the right to change the Policy from time to time if our policies change or the law changes. Any changes will be posted on this page of the website and you will be deemed to have accepted changes to the Policy on your first use of the website following the changes.

9. Applicability

This policy applies only to your use of this website. The website may contain links to other websites. Please note that we have no control over how your data is collected, stored or used by other websites and we advise you check the policies of any such websites before providing any data to them.

10. Payment

Our caravan park is compliant with the Payment Card Industry Data Security Standard (PCI DSS). This is the international standard for secure credit and debit card payment processes and means that when you pay for goods or services from the Club using a debit or credit card, the relevant technical and operational security requirements are in place to protect the account data.

11. Complaints

If you have any cause for complaint about our use of your personal data, please contact us at accounts@spsproperties.co.uk

We will address your concerns and attempt to solve the problem to your satisfaction.

You also have the right to lodge a complaint with the Information Commissioner's Office. For further information about your rights, please contact the Information Commissioner's Office, or your local Citizens Advice Bureau

12. Changes to your information

If your personal details change, please help us keep your information up to date by notifying us at: enquiries@milestonepark.co.uk