

# Privacy Policy including Cookies Policy

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**The policy:** This privacy policy notice is served by 'Avocet Glamping, Rosemead, Grange Road, Adlingfleet, Nr Goole, East Yorkshire DN148HT' under the website; 'www.avocetglamping.co.uk'. The purpose of this policy is to explain to you how we control, process, handle and protect your personal information through the business and while you browse or use our website. If you do not agree to the following policy you may wish to cease viewing / using this website, and or refrain from submitting your personal data to us.

We are registered with the ICO under the Data Protection Register.

The data controller as defined in the EU General Data Protection Regulation (GDPR) for this information is Nadine Barker Grimshaw; however, personal information may be disclosed to third parties who receive and process this data as a data controller in their own right (as further described below).

## Policy key definitions:

"I", "our", "us", or "we" refer to the business, 'Avocet Glamping'.

"you", "the user" refer to the person(s) using this website.

GDPR means General Data Protection Act.

PECR means Privacy & Electronic Communications Regulation.

ICO means Information Commissioner's Office.

Cookies mean small files stored on a users computer or device.

## What is personal data?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (2016/679 EU).

It includes your name, address, contact details, payment information and details of your bookings and purchases.

## What information do we collect?

We will collect and process personal information about you in the course of our relationship with you. This can be through a variety of channels, including by telephone, via our website, on site and via third parties.

This information includes:

- your name, title, address and contact details, including email address and telephone number
- your card or payment details if you make a booking or purchase and details of these bookings or purchases
- other information you provide when completing forms (eg registration forms), requesting further services or speaking with us
- CCTV footage in which you feature when you visit our premises
- Telephone calls which may be recorded for training and monitoring purposes.
- in the event that you have an accident while on our premises that you bring to our attention, we may record details of that accident and any injury you suffer in an accident log.
- We may require you to provide certain information to us in order to enter into and perform our contract(s) with you or to comply with our legal obligations. Except in these circumstances, your decision to provide personal information to us is generally voluntary and, where it is voluntary, you may choose to withhold and not provide personal information to us. If you choose not to provide certain information to us we may not be able to accomplish some of the purposes outlined in this policy.

## How do we process your personal data?

We use your personal information in the course of our business and in connection with our relationship with you.

In particular, your personal information may be used by us, our employees, contractors or agents, and disclosed to third parties for the following purposes. For each of these purposes, we have set out the legal basis on which we process your information.

Purpose	Legal Basis
To administer booking requests and purchases, including confirming your booking or purchase and otherwise communicating with you about your booking or purchase	This processing is necessary for the performance of our contract with you or for taking steps at your request in order to enter into a contract; some uses of your information for this purpose may be for our legitimate business purposes or with your consent

<p>To manage our relationship and to administer your membership to any membership scheme we provide now or in the future.</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes, with your consent, for the performance of our contract with you or for taking steps at your request in order to enter into a contract</p>
<p>To provide you with other products and services you request</p>	<p>Depending on the circumstances, the processing is carried out for the performance of our contract with you, for taking steps at your request in order to enter into a contract, for our legitimate business purposes or with your consent</p>
<p>To provide you with information that you have requested from us</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent</p>
<p>To send you marketing communications</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent</p>
<p>To customise this website according to your interests and ensure that content is presented in the most effective manner for your computer, tablet or mobile device</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent</p>
<p>To comply with any legal or regulatory obligation (including in connection with a court order)</p>	<p>This processing is necessary for compliance with law</p>
<p>To address any claims made against us; for example, we may share details of our accident logs and CCTV footage with our insurers in connection with any claim made or likely to be made against us</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)</p>
<p>To enforce or apply the agreements we have with or otherwise concerning you (including agreements between you and us)</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)</p>

To protect our rights, property or safety or those of our customers, employees or other third parties	Depending on the circumstances, the processing is carried out for our legitimate business purposes, compliance with law, to protect the vital interests of a living person (ie matters of life or death), or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)
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## Who do we share your data with?

In connection with the uses referred to above, we may disclose your personal information to certain third parties, including:

- other companies
- organisations that provide services to us
- to external agencies and organisations including the police and other law enforcement agencies
- our insurers and insurance brokers and our and their advisers in the event that a claim is made or could be made against us.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## For how long do we keep personal data?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## Your rights

Unless subject to an exemption under the GDPR, you have the following rights as a data subject.

You can:

- request a copy of the personal data which we hold about you
- request that we correct any personal data if it is found to be inaccurate or out of date
- request your personal data is erased where it is no longer necessary
- withdraw your consent to the processing at any time if we are relying on consent as the legal ground for processing
- request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller. (This only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means).
- request a restriction is placed on further processing where there is a dispute in relation to the accuracy or processing of your personal data,
- object to the processing of your data [This only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics]
- lodge a complaint with the Information Commissioners Office.

If you would like to exercise any of these rights, please contact Nadine Barker Grimshaw, Data controller for Avocet Glamping, 07525267028, [avocetglamping@gmail.com](mailto:avocetglamping@gmail.com), who will act on your request.

If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner, Information Commissioner's

Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone number 0303 123 1113.

# Cookies Policy

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Avocet Glamping ("us", "we", or "our") uses cookies on [www.avocetglamping.co.uk](http://www.avocetglamping.co.uk) (the "Service"). By using the Service, you consent to the use of cookies.

Our Cookies Policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the Service, your choices regarding cookies and further information about cookies.

## What are cookies

Cookies are small pieces of text sent by your web browser by a website you visit. A cookie file is stored in your web browser and allows the Service or a third-party to recognize you and make your next visit easier and the Service more useful to you.

Cookies can be "persistent" or "session" cookies.

## How Avocet Glamping uses cookies

When you use and access the Service, we may place a number of cookies files in your web browser.

We use cookies for the following purposes: to enable certain functions of the Service, to provide analytics, to store your preferences, to enable advertisements delivery, including behavioural advertising.

We use both session and persistent cookies on the Service and we use different types of cookies to run the Service:

- Essential cookies. We may use essential cookies to authenticate users and prevent fraudulent use of user accounts.

## Third-party cookies

In addition to our own cookies, we may also use various third-parties cookies to report usage statistics of the Service, deliver advertisements on and through the Service, and so on.

## What are your choices regarding cookies

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

## Where can you find more information about cookies

You can learn more about cookies and the following third-party websites:

- AllAboutCookies: <http://www.allaboutcookies.org/>
- Network Advertising Initiative: <http://www.networkadvertising.org/>