

Hillside Farm Camping Privacy Policy

Our contact details

Name: Deborah McNeill

Address: Hillside Farm, Bury Road, Market Weston, Diss, Norfolk IP22 2PB

Phone Number: 07908 586225

E-mail: hillsidefarmcamping@yahoo.com

The type of personal information we collect

We currently collect and process the following information:

- Name
- Contact details including home address, email address and phone number

For the purpose of

- being able to confirm your booking
- contacting you in the event of a problem with your booking
- providing you with information in advance of your arrival
- Keeping accounts and paying tax

We store your data on Google docs

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- being able to confirm your booking
- contacting you in the event of a problem with your booking
- providing you with information in advance of your arrival

We also receive personal information indirectly, from the following sources in the following scenarios:

- Pitchup
- Hipcamp
- UKCampsites
- Campsites.co.uk

If you have used one of these platforms to book with us.

We use the information that you have given us in order to

- being able to confirm your booking
- contacting you in the event of a problem with your booking
- providing you with information in advance of your arrival

We do not share this information with any other organisations or individuals except any relevant public authorities or law enforcement agencies.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

We have a legitimate interest.

We collect your information either from you directly or from third party platforms where our business is listed and where you have registered your details.

We hold your information for as long as necessary in order to conduct our business with you.

The only instances in which we would pass your data to a third party is

- if we were legally required to do so
- for a police investigation
- a public authority required us to do so

How we store your personal information

Your information is securely stored on Google docs and on password protected personal laptops.

We keep your name and contact details for 12 months. We will then dispose of your information by permanently deleting electronic data held and shredding any paper copies held.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hillsidefarmcamping@yahoo.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hillsidefarmcamping@yahoo.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>