



CAMPERVAN HIRE

info@yorkshiredalescampers.co.uk
yorkshiredalescampers.co.uk
M: 07584 191574

Privacy Notice

Introduction

Yorkshire Dales Campers is committed to protecting the privacy and security of your personal information. It is important you read and retain this notice because it contains important information about how we collect and use personal information about you during and after your relationship with us, what we do with your information and who your information may be shared with in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018 ("**UK data protection law**").

Who we are

Yorkshire Dales Campers ("**we**", "**us**", "**our**") is a data controller for the purposes of UK data protection law. We are responsible for, and control the processing of, your personal information. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

What information do we collect?

We may collect, store, and use the following categories of personal information that you provide to us including, but not limited to:

- Personal contact details such as: name, title, address, telephone number and personal email address
- Date of birth
- Bank account details for repayment of deposit
- Hire agreement and damage report with your signature
- Proof of address
- Driving licence summary of points/offences/dates
- Copy of passport
- Copy of driving licence
- Accident report form
- Personal information you provide about third parties and you confirm that person has appointed you to act on their behalf



How do we use the personal information?

We will only use your personal information you have given us where the law allows us to. We may use your personal information that you have given us in circumstances which include but are not limited to the following:

- Registering you as a new customer
- Managing your relationship with us
- Where we need to perform the contract with you
- Informing the insurers you will be hiring the vehicle
- Checking that the documents you have provided us comply with regulations
- Passing on the insurance company details in the event of a claim
- The breakdown company in the event of a breakdown
- The accountant in the event of audits
- The local authorities or police in the event of parking or speeding offences
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
- Where we need to comply with a legal obligation

If you fail to provide personal information

Where we need to collect personal information by law or under the terms of a contract we have with you and you fail to provide that information when requested, we may not be able to perform the contract we have entered into with you (for example the rental of our vehicle). In this case, we may have to cancel the service you have with us and we will notify you if this is the case at the time.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.



Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

What legal basis do we have for processing your personal data?

Under UK data protection law, the lawful bases we rely on for processing this information are:

- Your consent. You are able to withdraw your consent at any time and can do this by contacting us using the details provided below
- We have a contractual obligation
- We have a legal obligation
- We have a vital interest
- We need it to perform a public task
- We have a legitimate interest

When do we share personal data?

We may have to share your data with third parties, including insurance companies, breakdown services, accountants, authorities. We require third parties to respect the security of your personal information and to treat it confidentially and in accordance with the law.

Why might you share my personal information with third parties?

We may share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

How do we secure personal data?

We are committed to protecting your personal information and have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those 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 have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How long do we keep your personal data for?

We will only retain your personal information for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, tax, accounting, or reporting requirements. This will usually be for a period no longer than six months. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect of our relationship with you.

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, regulatory, tax, accounting or other requirements.

We will take all appropriate measures to safely and securely destroy your data, as soon as it is no longer necessary to retain.

Your rights in relation to personal data

You have rights under data protection law in relation to your personal information, including:

- Request access - You have the right to ask us for copies of your personal information we hold about you and to check that we are lawfully processing it. (under a "data subject access request").
- Request correction - You have the right to ask us to correct personal information you think is incomplete or inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Request erasure - You have the right to ask us to delete or remove your personal information in certain circumstances.
- Request restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances - for example, if you want us to establish its accuracy or the reason for processing it.



- Object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Request the transfer - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- Withdraw consent – You have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

If you wish to exercise any of the rights set out above, please contact us using the details provided below and we will respond to you within one month. You are not required to pay any charge for exercising your rights, however, we may charge a reasonable fee if your request for access is clearly unfounded or excessive.

Changes to our Privacy Notice

We may change this Privacy Notice from time to time. Please check our website frequently to ensure you are aware of the most recent version of our Privacy Notice.

Contacting us

If you have any questions or concerns about this Privacy Notice or our use of your personal information, please contact us by:

E-mail: info@yorkshiredalescampers.co.uk

Post: Yorkshire Dales Campers
Lytham House
Lytham Gardens
Skipton
North Yorkshire
England
BD23 2TR

Tel: 07584191574

PP0521/V1