



Privacy and Data Policy

Parc Carafanau Strand Caravan Park
Ffordd Amlwch Road
Benllech
Ynys Môn | Isle of Anglesey
LL74 8SR

Privacy Policy

Parc Carafanau Strand Caravan Park (PCSCP) is the 'Controller' of the personal data you provide us. We only collect basic personal data about you, which is necessary in order to provide our service. This includes name, address, email, phone number, vehicle details, payment record and any correspondence received.

All the personal data we use is processed by PCSCP in the UK, however for the purposes of IT hosting and maintenance, this information is located on servers within the European Union. No third parties have access to your personal data unless the law allows them to do so.

We may like to use your email address to inform you of our services. We do not share this information with third parties and you can unsubscribe at any time via email.

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

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting strandcaravanpark@gmail.com
- (b) We have a contractual obligation.
- (c) We have a legal obligation.

How we store your personal information

Your information is securely stored at PCSCP. We archive data after its use and destroy it after 2 years. We will keep any information that we use for marketing purposes until you notify us that you no longer wish to receive this information.

We keep guests' contact details for 2 years. We dispose of this information by deleting all electronic files and shredding all paper documents.

If you are not satisfied with our response or believe, we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office: <https://ico.org.uk/>

Cookie Policy

A cookie is a small file that is placed on your computer's hard drive. It enables our website to identify your computer when you view different pages on our website.

We may use cookies to:

- Analyse our web traffic using an analytics package.
- Test content of our website and/or social media pages.
- Store information about your preferences. The website can then present you with information you will find more relevant and interesting.

Cookies do not provide us with access to your computer or any information about you, other than that you choose to share with us.

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies. However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you. Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

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 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 strandcaravanpark@gmail.com, 01248 852181 and or Parc Carafanau Strand Caravan Park, Ffordd Amlwch, Benllech, Ynys Môn, LL74 8SR if you wish to make a request.

Records Management

This applies to the data and the management of records, in all technical or physical formats or media, created or received by PCSCP in the conduct of its business activities. Although not an exhaustive list, examples include:

- Paper based and computer files (including word processor files, databases, spreadsheets and presentations)
- Electronic mail messages (email)
- Diary and calendar records
- Contact details

The aims of PCSCP records management policy are that:

- The record is present: the information is available as evidence of activities or transactions that have taken place.
- The record can be accessed: information can be located and accessed, and displayed in a way consistent with initial use and current version is identified where multiple versions exist.
- The record can be interpreted: the context of the record can be established: who created the document and when.
- The record can be trusted: the record reliably represents the information that was actually used or created, and its integrity and authenticity can be demonstrated.

- The record can be maintained through time: the qualities of accessibility, interpretation and trustworthiness can be maintained for as long as the record is needed, perhaps permanently, despite changes of formats.

A small percentage of PCSCP records will be selected for permanent preservation as part of our archives, for historical research and as an enduring record of the conduct of business.

The underlying principle of records management is to ensure that a record is managed through its life cycle from creation or receipt, through maintenance and use, to disposal.

CCTV

We have a limited CCTV system to ensure the safety and security of access point at Parc Carafanau Strand Caravan Park. A Data Protection Impact Assessment is actioned in accordance with GDPR and ICO best practice.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at strandcaravanpark@gmail.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>

Policy reviewed and amended on 2 April 2023.



Parc Carafanau Strand Caravan Park is a trading name of Cwmni Glyn Cyf
Registered Office: Sarn, Ffordd Amlwch Road, Benllech, Tyn-Y-Gongl, LL74 8SR
Company Number: 14666101