

# Southern Camper Care Privacy Policy

## **Our contact details**

Name: Southern Camper Care

Address: Five Gables, Walworth Road, Picket Piece, Andover, Hampshire, SP11 6LY

Phone Number: 01264 252479

E-mail: southerncampercare@gmail.com

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Necessary website Cookies to allow the web site to function.

## **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:

- Arranging site visits.
- Invoicing and accounting

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

- Arrange bookings
- Prepare Invoices.

We do not share this information with any other organisations or individuals without your permission. However, your details are stored in our online accounting software.

Under the General Data Protection Regulation (GDPR), 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 us at the address provided.**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored:

- In paper form at the company's' head office.
- Securely in our online accounting software.

We keep paper copies for 5 years. We will then dispose of your information by destruction. Online data is kept indefinitely.

## **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 [southerncampercare@gmail.com](mailto:southerncampercare@gmail.com) or at the address provided 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 the address provided.

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>