

Trevean Caravan & Camping Park

Privacy Policy

Mrs MJ & Mrs J Raymont
Trevean Caravan & Camping Park
St Merryn
Padstow
Cornwall
PL28 8PR

During the process of your enquiry, booking and stay we will require some personal information from you. The security of your information is very important to us and we do the following to help protect it.

All information is stored on password protected IT devices unless specified otherwise.

We do not share any data with any other parties unless mentioned below.

We do not transfer any data outside the EEA, however external parties may store data elsewhere. You can find out more about this in their own Privacy Policies as detailed below.

We do not use any data for any purposes other than those mentioned below.

Enquiries

Email enquiries are kept on file and periodically deleted by the end of each year. If we cannot help at the time sometimes we may contact you again if a cancellation comes up which may suit you. Our email account is provided by Gmail, you can view their privacy policy here <https://policies.google.com/privacy?hl=en-GB&gl=uk>

Phone calls are not recorded, if you leave a message this will be deleted as soon as we have responded.

Our website does not use cookies and if you use the contact form no information is stored other than what is sent to us via email.

Our Facebook page can only be accessed by one person. The facebook account is password protected and the account/devices are never left logged in. Messages to the facebook page are handled in the same way as other emails. Facebooks Privacy Policy can be viewed at <https://www.facebook.com/about/privacy>.

Booking

We will require your name, address, phone number, and email in case we need to contact you regarding your booking.

At the end of each season this information is computerised. All other copies will be destroyed. The computerised version will be stored on an encrypted memory stick for up to 6 years for accounting purposes. A copy of this will be shared with our accountants, Balme, Kitchen and Pearce, to compile our annual accounts and then returned to us. A copy of their Privacy Policy can be viewed on request with us.

Payment

If paying by card we will require your card details in order to process the payment. Payments are put through immediately after you provide details. This information is then destroyed. All card payments are dealt with in line with our PCI DSS policy which can be viewed on request.

You may also pay by cash, cheque or BACS. No additional personal data is collected when paying by these methods.

During your stay

We have CCTV located at our entrance gates for security reasons. This footage is stored for 28 days and can only be viewed within that time. If required we may share footage with the Police, this may be stored for longer by them.

Our WiFi system is operated remotely by ClubWifi. You can view their privacy policy during the sign up process which will start when you open the browser on your device.

If you purchase a new gas cylinder from us we will need to take your details, we are required to keep a copy of this and a copy is passed to Calor Gas. You can view their privacy policy at <https://www.calor.co.uk/privacy-policy>.

Season Pitch Waiting List

We will require your name, address, phone number and email in order to contact you when you reach the top. This will be stored on the waiting list.

We will contact you when you reach the top.

Once you accept/decline you will be removed from the list.

The computerised copy will be updated at least annually and is stored on an encrypted memory stick. All previous copies will be destroyed at this point.

Should you wish to see the data we hold on you or have any data deleted before the above timescales please contact us immediately.