

## PRIVACY POLICY

This privacy policy concerns the Whitstable Motorhome Hire LTD website and the privacy of its users.

The policy sets out the different areas where user privacy is affected and outlines the respective rights and obligations of the users, the website and its owners. The way in which this website processes, stores and protects personal data is also detailed within this policy.

Please read this carefully to get a clear understanding of how we collect, use and protect your personal data.

The policy has been updated to bring it in line with the General Data Protection Regulation (GDPR) to ensure the protection of personal data and digital privacy.

### What personal information do we collect?

As a result of you using our site and booking or registering with us, we obtain, hold and process certain personal information about you. The types of personal information we collect may include:

- your name
- your phone number
- your email address
- your address
- your hire history

You can make a request to view information we have collected about you by emailing: whitstablemotorhomehire@gmail.com

### How do we use your information?

1. To allow us to respond to your customer service requests.
2. To process your transactions quickly.
3. To ask for ratings and reviews of services or products.
4. To follow up with you concerning email or phone enquiries.
5. To contact you to discuss and further your hire
6. To notify you about enhancements to our services such as new services, features and special offers.

### How do we protect you and your personal information?

We protect your information in the following ways:

1. We only request information which we need.
2. We always try to keep your information up to date and accurate.
3. We will remove any information which we hold about you which is no longer relevant.
4. We will protect your data against unauthorised use.

5. Our website is scanned on a regular basis for security holes and known vulnerabilities to make your visit to our site as safe as possible. We use regular malware scanning.

### .Use of Cookies

This website uses cookies to improve your experience while visiting the website. In accordance with relevant legislation we use a cookie control system allowing you on your first visit to the website to allow or disallow the use of cookies.

You may also wish to take steps within your own web browser's security settings to block all cookies from this website and its commercial partners.

This website uses tracking software to better understand how visitors use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [<http://www.google.com/privacy.html> ].

Other cookies may be stored to your computer's hard drive by third parties when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

### Retention of data

We will keep your personal information for as long as necessary for the purposes for which it was collected. You have the right to see personal information which is held about you or your company upon written request. Please make a request to [whitstablemotorhomehire@gmail.com](mailto:whitstablemotorhomehire@gmail.com)

Your data will be held for up to 36 months, before being deleted.

### Your Consent

By completing any of our online forms, or by placing a booking you are consenting to the collection, processing and use of this information by Whitstable Motorhome Hire Ltd.

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