

## Scratby Hall Caravan Park Privacy Policy

### Our contact details

Name: Scratby Hall Caravan Park Ltd

Address: Thoroughfare Lane, Scratby, Great Yarmouth, Norfolk, NR29 3SR

Phone Number: 01493 730283

E-mail: [scratbyhall@aol.com](mailto:scratbyhall@aol.com)

### The type of personal information we collect

We currently collect and process the following information:

- Name
- Telephone number
- Address details
- Email address
- IP address
- Financial information to process a payment

### 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 the purpose of booking a holiday with us. We use the information that you have given us solely in order to book your stay with us and we do not share your information with anyone else.

Under the UK General Data Protection Regulation (UK 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 [scratbyhall@aol.com](mailto:scratbyhall@aol.com).**

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

### How we store your personal information

Your information is securely stored.

We keep your personal information for 5 years. We will then dispose your information by securely destroying 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 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 [scratbyhall@aol.com](mailto:scratbyhall@aol.com) 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:

Scratby Hall Caravan Park  
Thoroughfare Lane  
Scratby  
Great Yarmouth  
Norfolk  
NR29 3SR  
Telephone: 01493 730283 Email: [scratbyhall@aol.com](mailto:scratbyhall@aol.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>