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**Getaway Motorhomes Ltd Privacy Policy**

**Our contact details:**

Name: Getaway Motorhomes

Address: Parsonage Farm School Lane Bekesbourne CT45ER

Phone Number: 07787415702

E-mail:info@getawaymotorhomes.co.uk

Drafted 20/04/2021

**The type of personal information we collect**

We receive, collect and store any information you enter on our website or provide to us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications); payment details (including credit card information) where shared. We will also collect personal identifiers supplied by the hirer to confirm identity for the purpose of insurance validation, driving licence details and endorsements as well as CCTV footage on premises. We also gather data from vehicle tracking software to provide us with access to reporting of vehicle performance, location, any impact information, operational condition, mileage and diagnostics.

**How we get the personal information and why we have it**

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only. Other personal information provided is solely for the purposes of identifying and verifying residence and eligibility to meet the insurance requirements for hiring a vehicle from us.

The information we collect may include basic personal details such as your name, address, email address, telephone number, date of birth, driving licence, proof of address.

We use the information that you have given us in order to validate insurance eligibility, communicate with and provide future correspondence such as but not limited to special offers.

We may share this information with relevant agencies such as (but not limited to) the bank, police or insurance companies.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are, **we have a legitimate interest.**

**How we store your personal information**

All copies of documents are stored electronically on computer and by hard copy which is kept in an office, drawer or filing cabinet. Unauthorised people are not able to see it. Copies of personal data such as these are shredded and disposed of securely when no longer required. E-mails may be mirrored under automated arrangements made by Microsoft, as our computer systems use Microsoft Office 365 operating Windows 10, mirroring is a normal procedure of such software.

We understand that the security of your personal information is important. We provide reasonable administrative technical and physical security controls to protect your personal information however despite our efforts no security controls are 100% effective and Getaway Motorhomes cannot ensure or warrant the security of your personal information.

We keep paper records for no more than 6 months after vehicle hire. We will then dispose your information by shredding and disposal.

Your electronic information is securely stored on computer at the business premises as well as on cloud services. It is accessed via computer and mobile phone.

We keep email correspondence records for no more than 36 months after it is provided. We will then dispose your information by deleting.

Your electronic information surrounding website visits to getawaymotorhomes.co.uk, number of visits, corresponding IP address and any other identifying information provided such as contact email or telephone are stored indefinitely unless a request is made to delete. We will make the request for deletion to the website host.

We will keep, electronically, contact details, name, address, telephone number, email addresses indefinitely, unless you request in writing to have these removed.

**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 [info@getawaymotorhomes.co.uk](mailto:info@getawaymotorhomes.co.uk) or telephone 07787415702, 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 admin@getawaymotorhomes.co.uk

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>