

Donnelly Recreation Ltd t/a Greenwood Loch Holiday Park is committed to respecting the privacy of its customers.

This Privacy Policy sets out how we (Donnelly Recreation Ltd t/a Greenwood Loch Holiday Pak) comply with our obligations under data protection legislation. It applies to any personal information we obtain about you, whether via this website, in connection with a booking or purchase with us or otherwise.

The data controller as defined in the EU General Data Protection Regulation (GDPR) for this information is Donnelly Recreation Ltd t/a Greenwood Loch Holiday Park however, personal information may be disclosed to third parties who receive and process this data as a data controller in their own right (as further described below).

What is personal information?

Personal information is information about you and from which you can be identified. It includes your name, address, contact details, payment information and details of your bookings and purchases.

What personal information will we collect?

We will collect and process personal information about you in the course of our relationship with you. This can be through a variety of channels, including by telephone, via our website, on site in our holiday park and via third parties.

This information includes the following:

your name, age and address;

your phone number or mobile number and e-mail address;

your card or payment details if you make a booking or purchase;

details of the bookings or purchases you make and the services you have requested;

information you complete in relation to any of our competitions;

other information you provide when completing forms (e.g. booking forms), requesting further services or verbally speaking with us, including information you provide in connection with your stay on our holiday park;

videos and photography in which you feature when you visit our park;

in the event that you have an accident while on our premises that you bring to our attention, we may record details of that accident and any injury you suffer in an accident log book which is held at reception;

If you provide us with personal information about another person, you must ensure that before you provide us with their personal information, you have their agreement to do so and that they are aware of the ways in which we use personal information as set out in this policy.

We may also collect information about you from third parties where this is relevant to our relationship with you. This includes the following:

We may obtain personal information about you from third parties who provide us with the contact details of individuals who are interested in purchasing one of our caravans or lodges.

We may also obtain information about you from credit reference and fraud prevention agencies where this information is required by us in connection with our relationship with you.

When visiting our website, we will collect information about your computer, tablet or mobile device including where available your browser type, your operating system and your IP address.

We will also collect information about your Internet usage, and your usage of our website, that may be obtained using a cookie file that is stored on the hard drive of your computer, tablet or mobile device. You are able to disable these cookies by changing your browser settings, but this may slow down or prohibit access to certain parts or features of this website. Please see our Cookies Policy for further details.

We may require you to provide certain information to us in order to enter into and perform our contract(s) with you or to comply with our legal obligations. Except in these circumstances, your decision to provide personal information to us is generally voluntary and, where it is voluntary, you may choose to withhold and not provide personal information to us. If you choose not to provide certain information to us we may not be able to accomplish some of the purposes outlined in this policy.

How will we use your information?

We use your personal information in the course of our business and in connection with our relationship with you.

In particular, your personal information may be used by us, our employees, contractors or agents, and disclosed to third parties for the following purposes. For each of these purposes, we have set out the legal basis on which we process your information.

- A) To administer booking requests and purchases, including confirming your booking or purchase and otherwise communicating with you about your booking or purchase. **This processing is necessary for the performance of our contract with you or for taking steps at your request in order to enter into a contract; some uses of your information for this purpose may be for our legitimate business purposes or with your consent**
- B) To provide you with other products and services at enhance your stay or at your request,. **Depending on the circumstances, the processing is carried out for the performance of our contract with you, for taking steps at your request in order to enter into a contract, for our legitimate business purposes or with your consent**
- C) To help us to provide, review, develop and improve our products and services; this may include contacting you (including by email). **The processing is carried out for our legitimate business purposes**
- D) To provide you with information that you have requested from us and to send you communications (described below). **Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent**
- E) To address any claims made against us; e.g., we may share details of our accident logs with our insurers in connection with any claim made or possibly likely to be made against us. **Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (e.g. the company or defence of legal claims)**
- F) To comply with any legal or regulatory obligation (including in connection with a court order). **This processing is necessary for compliance with law**
- G) To enforce or apply the agreements we have with or otherwise concerning you (including agreements between you and us). **Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (exercise or defence of legal claims)**
- H) To protect our rights, property, safety or to those of our customers, employees or other third parties. **Depending on the circumstances, the processing is carried out for our legitimate business purposes, compliance with law, to protect the vital interests of a living person (e.g. matters of life or death), or in connection with legal proceedings (e.g. the exercise or defence of legal claims)**

With whom do we share your personal information?

In connection with the uses referred to above, we may disclose your personal information to certain third parties, including:

other companies and entities within Donnelly Recreation Ltd;

organisations that provide services to us. For example, we may engage third party service providers to send postal mail and email, maintain and update our databases of customer details (including the removal of repetitive information), analyse data, provide marketing assistance (including online targeted advertising), process card payments, provide customer service and handle claims;

to external agencies and organisations (including the police and other law enforcement agencies) for the purpose of preventing and detecting fraud (including fraudulent transactions) and criminal activity and for the assessment and collection of tax;

our insurers and insurance brokers and our and their advisers in the event that a claim is made or could be made against us.

In the event that we sell or buy any business or assets, we may disclose personal information held by us to the prospective seller or buyer of such business or assets. If we or substantially all of our assets are acquired by a third party, personal information held by us will be one of the transferred assets.

We may pass your personal information to third parties if we are under a duty to disclose or share your personal information in order to comply with any legal or regulatory obligation (including in connection with a court order), or in order to enforce or apply the agreements we have with or otherwise concerning you (including agreements between you and us; or to protect our rights, property or safety or those of our customers, employees or other third parties.

You should be aware that, if we are requested by the police or any regulatory or government authority investigating suspected illegal activities to access and disclose individually identifiable information concerning your activities whilst using our website, we reserve the right to do so. We also reserve the right to disclose individually identifiable information to third parties where a complaint arises concerning your use of our website, and that use is deemed by us inconsistent with the terms governing use of our website.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

How long will we keep your personal information?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your online security

We take your security very seriously. We strive to protect your personal information in accordance with our duties under applicable data protection law.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will endeavour to protect your personal information, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk.

Will we use your personal information for marketing purposes?

In accordance with your preferences, we will use your personal information to send you relevant information and other marketing communications. We may also collect information about how you interact with our marketing communications (e.g. whether you open emails we send you). This aids us to make our marketing more relevant to our customers.

We will however request your consent before we use your personal data for any marketing purpose or share it with any third party for marketing purposes.

If you subsequently wish to stop receiving information from us, you may unsubscribe by sending us an email to info@greenwoodloch.com

Even if you choose not to receive marketing from us, we may still use your personal information to provide you with important services communications, including communications in relation to any bookings or purchases you make.

In addition to the above, we may share limited personal information with advertising networks and other third parties to enable those networks and third parties to provide tailored advertising relating to Greenwood Loch Holiday Park to you when you browse the internet and use third party services (such as social media platforms).

Change Of Purpose

Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law. However, if we need to use your personal data for a new purpose and the law allows us to do so, we will notify you and explain the legal basis for this action.

Where will your personal information be processed?

In relation to the above uses of your personal information and the above sharing arrangements, your personal information may be transferred to, and stored and processed in, one or more countries outside the European Economic Area (EEA), including countries which do not provide equivalent protection for personal information as the EU General Data Protection Regulation (GDPR). In relation to these transfers, we will take steps to ensure that your personal information is adequately protected in accordance with the requirements of the EU General Data Protection Regulation (GDPR).

This may involve the use of data transfer agreements (standard contractual clauses) in the form approved by the European Commission or some other mechanism recognised by the European Commission as ensuring an adequate level of protection for personal data transferred outside the EEA (such as the US Privacy Shield framework).

Third party websites

Our privacy policy relates only to information that we obtain from you. Our website contains certain links to other websites which may be of interest to you.

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

What rights do you have with respect to your personal information?

Under the EU General Data Protection Regulation (GDPR) you have certain rights with respect to your personal Information, including the right to request access to your personal information.

If you believe that the information we hold about you is inaccurate and requires amendment, please contact us using the address information below.

Should you wish to obtain a copy of the personal information that we hold on you, please contact us using the details below. We may require further information in order to respond to your request (for instance, evidence of your identity and information to enable us to locate the specific personal information you require).

Complaints

If you have a complaint regarding the use of your personal information, please contact us using the details listed below.

Use of cookies

Our website uses cookies. For more information on the cookies we use, please see our Cookies Policy.

Contact

please use the following details:

The Data Protection Officer,
Donnelly Recreation Ltd t/a Greenwood Loch Holiday Park
Cotswells Fisherie
Turriff
Aberdeenshire
AB53 5SS

Tel 01888 551207

Email info@greenwoodloch.com

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this webpage.