

## Privacy Notice

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### 1. Who we are

At Glen of Aherlow Caravan & Camping Park\* we do all we can to respect your rights to privacy and endeavour to protect of your personal information. This notice sets out a summary of what we do with your information in order to run our business and provide our customers with products and services. Our privacy notice may be updated from time to time and we will communicate any changes to you and publish the updated notice on our website. \*George Drew and Rosaline Drew trading as Glen of Aherlow Caravan & Camping Park.

### 2. The information we use and where we get it from

We collect and process various categories of personal information, including basic information such as name and contact details. Most of your information will have been provided by you (or a third party acting on your behalf) or created through the use of our products and services. We also collect information from the technology you use when dealing with us and from third-party organisations (such as booking agents, membership organisations [clubs] or public sources). In order to make our services accessible to you, we may also process certain special categories of information, such as information about your health and fitness.

### 3. Your Rights

You have certain legal rights to control what we do with your information. This includes a right to access to your personal information; to request us to correct or update incorrect information; to object to or request that we restrict processing your information in certain circumstances; to object to direct marketing; and to receive the personal information you provided in a portable format. If we are relying on your consent to process your data, you can withdraw this at any time - this does not affect the lawfulness of processing based on your consent before its withdrawal. For more information about your rights, including how to exercise them and the circumstances in which they apply, please contact us as shown below:

In person: Call to our property to talk to us

Email: Contact us at [rdrew@tipperarycamping.com](mailto:rdrew@tipperarycamping.com)

Please note that additional personal information should not be included in this message for security reasons.

It is important to understand that in some cases, exercising your rights may mean that we will not be able to provide you with products or services. If you wish to raise a complaint on how we have handled your personal information, you can contact us at [rdrew@tipperarycamping.com](mailto:rdrew@tipperarycamping.com). We hope that we can address any concerns you may have, but you can always contact the Office of the Data Protection Commissioner.

#### **4. How we use your information**

We use your information primarily to provide you with products and services, to better understand our customers' needs and improve the products and services we offer, and for the day to day running of our business. We also use it to comply with laws and regulations that apply to us and to protect our business, our customers and employees.

#### **5. Sharing your information with third parties**

We keep your information confidential and will only share your information outside of Glen of Aherlow Caravan & Camping Park for the purposes mentioned in our privacy notice. This may include sharing with third parties such as service providers, law enforcement agencies or regulators.

#### **6. Transferring information overseas**

Most of the information we hold on you will be used and stored in our local jurisdiction. However, we may transfer your information overseas as some of our third-party providers are based outside our local jurisdiction. We will only transfer your information where lawfully permitted and in compliance with applicable laws.

#### **7. Marketing**

Unless you have told us not to, we will send you marketing information relating to products and services that we think will be of interest and relevant to you. This may include special offers and newsletters about our business. If you change your mind and no longer want to receive these communications, you can tell us at any time using the above contact details in Section "Your rights". Any marketing emails that we send to you will include the option to unsubscribe. Glen of Aherlow Caravan & Camping Park will not share your information with third parties for their own marketing purposes without your express permission.

## **8. Communications about your reservations**

We may contact you with information relevant to your stay by a variety of means, including via email, text message, post and/or telephone. If at any point in the future you change your contact details while you have a live reservation with us, you should tell us promptly about those changes as we need to be able to contact you about your reservations.

## **9. How long we keep your information**

We don't keep your information for longer than we need to for the purpose(s) for which the data was obtained. Glen of Aherlow Caravan & Camping Park will only process personal data in accordance with our data retention schedule. This retention schedule is governed by regulatory and legislative requirements.

## **10. Security**

We are committed to ensuring that your information is secure with us and with third parties who act on our behalf. We use many mechanisms to make sure that your information remains confidential and accurate and we may monitor or record calls, emails, text messages or other communications in order to protect you and us.

## **11. Privacy notice variations and modifications**

Glen of Aherlow Caravan & Camping Park may update this privacy notice at any time by posting a new version on our website <https://www.tipperarycamping.com/PrivacyNotice.pdf>. It is recommended that you review our privacy notice periodically to ensure you are familiar with any changes.

## **12. Find out more**

[www.tipperarycamping.com](http://www.tipperarycamping.com)

Call in to talk us in person

Phone us on 00353 62 56555