



## **Privacy policy**

We are West Palms Ltd trading as The Palms Campsite. You can contact us at [info@thepalms.je](mailto:info@thepalms.je) We are the controller of the information that we obtain from and about you. We understand and respect the importance of your privacy and we are committed to the fair and transparent processing and safeguarding of your personal information.

In providing our services to you, we must collect personal information from you and make subsequent use of it as detailed below.

### **How will we collect information?**

We will only collect personal information from you by specifically asking for it:

- When you make a booking with us over the telephone or via our internet booking facility attached to our website.
- When you write, telephone or email us to make an enquiry.
- When you register with us to receive newsletters or email updates; and when you enter competitions run by us or take part in surveys or customer feedback.

### **What information will we collect?**

We may collect all or some of the following information relating to you or other parties on your booking:

- names and contact details (including your telephone number, email and postal address);
- special requirements such as those relating to any disability or medical condition which may affect your chosen booking.

### **How will we use the information you give us?**

When we make your booking, we must use your information in the following ways:

- We will use the names and contact details of all people on your booking that are provided to us. We need this information in order to arrange and secure your booking and will store, process

your data in line with our own terms and privacy policy, to which you must agree before confirming your booking.

- We will use the email address you give us to send you booking confirmation documentation and may contact you after you have used the service you have booked with us to ask you to give feedback about it.
- If you notify us of any special requirements you have (such as those relating to any disability or medical condition), where appropriate and with your specific consent, we will use this information so that we can plan your requirements effectively.

If you fail to provide us with this information, we may not be able to plan or confirm your booking.

**Will my information be disclosed to third parties?**

We will never share information about you with third parties for their own marketing purposes without your express consent, although when you book with us, you will have the opportunity to consent to receiving communications directly from us.

Thank you

Campsite Management

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