

# Privacy Policy

Effective Date: 15th September 2023

Last Updated: 15th September 2023

## 1. Introduction

Welcome to Caravan Retreats UK, a website operated by Caravan Retreats Limited ("we," "our," or "us"). At Caravan Retreats UK, we respect your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you visit our website.

By accessing or using our website and any subsequent applications (referred to when using "website"), you consent to the practices described in this Privacy Policy. Please take a moment to read this policy carefully to understand our practices regarding your personal information.

## 2. Information We Collect

We may collect the following types of information when you visit our website:

### 2.1 Personal Information:

- Name
- Contact information (email address, phone number, postal address)
- Payment information
- Account credentials

### 2.2 Non-Personal Information:

- Browser type and version
- Device type
- Operating system
- IP address
- Website usage data (e.g., pages visited, time spent on our website)

## 3. How We Use Your Information

We may use your information for the following purposes:

### 3.1 Providing Services:

- To create and manage your account
- To process bookings and payments
- To respond to your enquiries and provide customer support

### 3.2 Website Improvement:

- To analyse website usage and performance
- To customise and enhance your experience on our website

### **3.3 Marketing and Communication:**

To send you promotional materials, updates, and newsletters (with your consent)

To inform you about special offers and promotions

To communicate with you about your bookings

### **3.4 Legal Obligations:**

To comply with legal and regulatory requirements

## **4. Disclosure of Your Information**

We may share your personal information with third parties in the following circumstances:

### **4.1 Service Providers:**

We may disclose your information to service providers who help us operate and maintain our website or provide related services.

### **4.2 Legal Compliance:**

We may share information when required by law, regulation, or legal process.

### **4.3 Business Transfers:**

In the event of a merger, acquisition, or sale of all or part of our assets, your information may be transferred as part of the transaction.

### **4.4 Consent:**

We may share your information with third parties for marketing purposes with your consent.

## **5. Your Choices**

You have the following choices regarding your information:

### **5.1 Access and Update:**

You can access and update your personal information by logging into your account or contacting us.

### **5.2 Marketing Communications:**

You can opt out of receiving marketing communications from us by following the instructions provided in such communications or by contacting us directly.

### **5.3 Cookies:**

You can set your browser to refuse or delete cookies. Please note that this may affect your website experience.

## **6. Data Security**

We take reasonable measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

## **7. Children's Privacy**

Our website is not directed to children under the age of 13, and we do not knowingly collect personal information from children.

## **8. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any material changes by posting the updated policy on our website.

## **9. Contact Us**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Caravan Retreats Limited  
9 Stewart Close,  
Worksop,  
Nottinghamshire,  
S81 9BH  
[enquiries@caravanretreats.uk](mailto:enquiries@caravanretreats.uk)

Thank you for visiting Caravan Retreats UK. Your privacy is important to us, and we appreciate your trust.