

EasyHire Motorhomes Ltd

“hiring a motorhome has never been so easy”

Tel: 01948 411 611 / 07842 710 780

www.easyhiremotorhomes.com

Privacy Policy Statement

Privacy Policy Statement

This privacy policy sets out how EasyHire Motorhomes Limited uses and protects any information that you give us.

We are committed to ensuring that your privacy is protected.

Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st January 2024.

This policy applies to all your dealings with us, whether at our offices or websites.

What information do we collect?

We may collect the following information about you:

- Your name and gender, your date of birth and age
- Contact details (Home Address, Mobile Phone Number or e-mail)
- Driving licence details
- Driving records including accidents and convictions
- Any medical data held by the DVLA
- Credit card details (stored encrypted)
- Your occupation
- Passport details
- Proof of address

How we collect the information?

We will collect your personal information by lawful and fair means directly from you unless it is unreasonable or impracticable for us to do so.

Glencroft, The Cadney, Bettisfield, Whitchurch, Shropshire, SY13 2LP.

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Tel: 01948 411 611 / 07842 710 780 E: easyhiremotorhomes@gmail.com

We will collect personal information directly:

- By email or through one of our website services
- In person, over the telephone or by written correspondence
- On hard copy forms (including motorhome hire booking forms, competition entry forms and surveys)
- Through global positioning system vehicle tracking and diagnostics (telematics) and other electronic tools to monitor the location of your motorhome vehicle, including your speed, time, fuel consumption, distances travelled and current and previous locations visited.

We may collect personal information from third parties including:

- Your legal representatives
- Direct marketing database providers
- Public sources (phone directories, membership lists, professional and trade associations, government, bankruptcy or court registry searches).

What we do with the information:

The main purpose for which we collect, hold, use and disclose your personal information is to provide our products and services to you.

We can use your information to:

- Administer and respond to your enquiry about our products and services
- Process transactions, orders and bookings you place with us in our branches or via one of our website services
- Verify your identity, including credit checks where necessary
- Enhance our products and services
- Share information with other entities in the same or similar industries, for the purpose of protecting public safety
- Facilitate our internal business operations, including fulfilment of any legal and regulatory requirements
- Improve the operation or navigation of one of our website services
- Maintain contact with you about our services
- Promote and market current and future products and services to you
- Inform you of upcoming events, special promotions, online competitions and offers
- Analyse our products and services so as to improve and develop new products and services

Our website services may require registration and the creation of a log in to use certain services, functions or content. You will know what information is being collected via these processes when you complete the relevant forms and provide the required details prior to submitting the application. We will collect data relating to any transactions you carry out through our website services and the fulfilment of your booking.

We may also use your data to monitor for any unauthorised use of our website, content or subscriptions to our services.

Do you have to provide personal information?

You can refuse to provide personal information, however a refusal will mean that the service you requested is not provided.

Sharing your information:

We may use and disclose personal information for related purposes to third parties. The types of organisations to whom we may disclose your personal information includes:

- Professional or government organisations or bodies, including insurance companies, banks, credit reference agencies, the DVLA and the BVRLA
- Our contracted service providers including information technology service providers, marketing and communications agencies and postal services
- External advisers (recruiters, auditors & lawyers)
- Other entities in the same or similar industries to us, for purposes relating to public safety
- Where the law requires or authorises us to do so

How long do we hold your information?

If you have entered into a contract with us for any purpose that produces an invoice then your personal information will be held for a minimum of 6 years as per Customs and Excise requirements.

Security:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

How we use cookies:

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs.

We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites:

Our websites may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Accessing your personal information:

You have the right, upon request, to access any of our records containing your personal information.

To request access to your personal information please contact our privacy officer

We will respond to your request to access your personal information within 7 Days.

On the basis that it is reasonable and practicable to do so, we will give you access to the information requested. If we refuse your request to access personal information, we will provide a written notice setting out the reasons for the refusal & how you can complain about the refusal. We can refuse your request if the request:

- Poses a serious threat to the life, health or safety
- Is frivolous, vexatious or relates to legal proceedings
- Would reveal our intentions or prejudice any negotiations
- Would be unlawful or would have an unreasonable impact on the privacy of others
- Is required or authorised by law or court/tribunal order
- Would likely prejudice enforcement related activities
- Relates to a sensitive decision making process

When you make a request to access personal information, we may require you to provide some form of identification (such as a driver's licence or passport) so we can verify that you are the person to whom the information relates.

Accuracy of your personal information:

If you believe that any information we are holding on you is incorrect or incomplete, please write to us as soon as possible, at the address below. We will promptly correct any information found to be incorrect.

Our contact details:

Mr Darren Stokes (The Managing Director)

EasyHire Motorhomes Ltd

Glencroft, The Cadney,

Bettisfield, Whitchurch,

Shropshire, SY13 2LP.