

Privacy Notice

Dated: May 2018

1. Who is responsible for managing my information?

Oaktree Parks Limited and all websites and brochures operated and/or produced in relation to it are owned and maintained by:

Oaktree Parks Limited
Oaktree Park, Locking, Weston super Mare, BS24 8RG.

This is our Privacy Notice and it explains how we collect, use, share and protect your personal data.

We are responsible for the collection and proper management of any personal information you submit. We will keep your personal details secure and use the information you provide consistently with applicable privacy and data protection laws and the terms of this Privacy Notice.

2. What information do we collect?

If you choose to purchase a park home or holiday home from us, if you are a resident on one of our parks, own a holiday home on one of our parks or if you are a tenant of one of our properties we will collect details that you provide in relation to that occupation. Information held is likely to include your name, contact details, payment or bank details, age, information about other people living with you and any other information about your occupation that you are legally required to provide to us. We do not collect cookies from our websites.

3. How do we use your information?

The information you provide may be used in a number of ways, for example:

- to communicate with you regarding your occupation or tenancy
- to enable us to legally complete your sale/purchase/transaction
- to enable us to make payments to you or to collect pitch fees by Direct Debit
- to manage customer service queries; and
- to help us to provide details or information you may have requested.

4. On what legal basis will we process your information?

We will always process your personal information on lawful grounds and in particular on the grounds set out below:-

a. Performance of a Contract

If you purchase or own a park home or holiday home on our parks, or rent a park home, house or holiday home from us we will use the details that you give to us. This information is likely to include your name, age, contact details, payment details, information about people living or staying with you and any other information you provide to us to help meet your specific requirements.



If you do not provide us with the information set out in this paragraph, then we may not be able to provide the sales or rental services, or collect or pay money to you.

b. Legitimate Interest

We may use your name and contact details to tell you about our own products and services which we think may be of interest to you. You can ask us to stop doing so at any time. The above is done on the basis that it is in the legitimate interest of our company.

c. Consent

We may pass your details onto a third party if you specifically instruct us to do so. You will be able to withdraw your instruction at any time.

If you agree, we may also pass on your information, in certain cases, for the purposes of conducting a credit check. You can withdraw your consent at any time.

d. Legal Obligation

We may also disclose your personal data without your permission to the extent that we are required to do so by law or regulation.

5. Who will you share my information with?

We will not share or provide any of your information with a third party except as outlined in paragraph 4 above.

6. How do you manage my information?

We will lawfully manage your information and provide adequate levels of protection to protect the integrity and security of any information that we hold.

7. Updating Your Details?

If you would like to change any of the information we hold about you please write to us at: Oaktree Parks Limited, Oaktree Park, Locking, Weston super Mare, BS24 8RG or email: info@oaktreeparks.co.uk.

8. How long will we hold your information for?

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

9. Your rights

You have the right to ask us at any time:

- to confirm whether we hold any of your personal data;
- to send you a copy of any personal data that we hold about you;
- to correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete;



- to delete (to the extent possible) any of your personal data, where we are required by law to do so;
- to stop processing your personal data, where we are required by law to do so;
- to let you have a portable copy of the personal data we hold about you, where we are required by law to do so;
- to stop processing any of your personal data that we process on the basis of our legitimate interests.

We do not use your personal data for the purpose of profiling.

Where we process your personal data on the basis that you have given us your consent to do so then you may contact us at any time to withdraw your consent.

If you wish to exercise any of these rights, or wish to object to our use of your personal information, please write to us at the address given below.

Managing Director,
Oaktree Parks Limited, Oaktree Park, Locking, Weston super Mare, BS24 8RG
Or by email to: info@oaktreeparks.co.uk

10. Does the notice apply to linked websites?

Our websites may contain links to other websites. This privacy notice only applies to our website so when you link to other websites you should read their own privacy policies.

11. When do you monitor telephone calls?

We may from time to time record telephone calls you have with members of our staff for training and monitoring purposes.

12. How do we update this privacy notice?

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

13. Who can I contact if I have queries about this privacy notice?

You can contact us directly if you have any questions about our privacy notice or information we hold about you. Please write to us at the address given below.

Managing Director,
Oaktree Parks Limited, Oaktree Park, Locking, Weston super Mare, BS24 8RG
Or by email to: info@oaktreeparks.co.uk

If you are dissatisfied with our handling of any complaint you also have the right to raise concerns with The UK Information Commissioner: <https://ico.org.uk>

