**Privacy Notice**

Who are we-

The name of our organisation is Greenmount Caravan and Motorhome Storage.

We are a business based at Greenmount, Preston New Road, Freckleton, Preston, Lancashire, PR4 1TU.

We specialise in the outside secure storage of caravans, motorhomes, cars, boats, trailers, and any other towable item which can be stored.

What information do we collect from you Your Personal and Business details such as:

Personal /Business Name, Personal/Business Address, Contact Name, Contact Job Title, Telephone Number, Email Address, VAT Registration Number, Company Registration Number, Caravan, Motorhome Insurance company policy number, Caravan Motorhome CRIS VIN numbers.

The data that we hold about your contacts at your personal /business includes:

Forename, Surname, Telephone Numbers and Email Addresses. In the above lists, where the singular is used, please assume the plural as well. We also hold unstructured data in the emails, letters, data sets and other documents that we exchange with you. For the purposes of providing, you with payment invoices and other customer communications such as newsletters. We hold secure hard disc CCTV security video capture of the storage facility on a password protected non-internet-based system.

We pre-populate a database with your customer data which you provide to us by way of an initial customer Cassoa contract and ongoing customer updates as and when required, such as caravan or motorhome insurance and CRIS details as and when required. These are used to facilitate our business activities.

Your customer data such as: first name, surname, address, telephone, email, vehicle registration, CRIS number, insurance company, policy number, expiry date. Make, model, length, value, age of storage vehicles.

Why do we collect this information

We use the information that we hold about you for the following purposes:

● To administer the invoice payment system that we issue to you.

● To provide customer communication.

● To provide specific help when you contact us for support.

● To provide VAT invoices for any purchases that you make.

● To comply with VAT legislation regarding the "place of supply" of electronically supplied services.

● To investigate suspected on -site incidents.

● For our own in-house accounting /administrative purposes.

● To carry out any Services that you have asked us to perform.

● For supplying you with a service.

Where is your data held

Your data is held on password and firewall protected servers at our outsourced Storage Manager premises in Potto and Bournemouth. Backups of our servers and your data are held both locally and in password protected areas of the cloud. Currently we use Dropbox and Google Drive for our Cloud storage.

What software do we use to hold your data this is outsourced and Managed by Caravan Storage Manager.

● Accounting Data is held in our Xero Accounting software with a separate record for all our customers.

● CCTV and Video capture is held in PAXTON 2 with Licensing Data is held in our wyDay software with a separate record for each Software Licence.

● Administrative data is held in our bespoke admin software.

● Sundry client data files (e.g., Spreadsheets) are held in Dropbox or Google Drive.

● Paper documents are scanned and shredded as soon as possible. Paper copies of contracts and details are held in secure place. They are destroyed when a customer becomes inactive. The scanned images are then held in Dropbox or Google Drive.

Who do we share your data with.

We operate a very strict confidentiality policy and will never share your data with a 3rd party without your knowledge and consent. Examples of when we may share data are as follows:

● When we are compelled by law to reveal information. For example, to Government, Tax and Law Enforcement Officials.

● When you have specifically asked us to Liaise with a 3rd party. This maybe the Police or an Insurance Company.

● When you have sent us data and we need to subcontract to a 3rd party specialist in order to perform the service that you have requested.

How long do we keep hold of your data? -

● Data in our Xero accounting system is retained for at least seven years to comply with HMRC regulations.

● Data in our Software Licensing system is retained forever. This is to enable you to reactivate a lapsed software licence at any time in the future.

● If a copy of your customer database is sent to the managing company it will normally be deleted within 28 days after the completion of the service that has been requested.

● If any other kind of data is sent, it will normally be deleted once its deemed that there is no possibility that it will need to be referred to again.

How can I access the information that you hold about me.

In order to obtain a "portable" copy of all your data please email [greenmountcaravanstorage@gmail.com](mailto:greenmountcaravanstorage@gmail.com) or telephone -1779632469. You should also contact us if you wish to amend or delete any of the data that we hold on you.

What are my Individual Rights under the GDPR The GDPR provides the following rights for individuals:

● The right to be informed. We have tried to make this privacy notice as clear as possible. However, please do contact us if you want us to explain or elaborate on any of the information in it. We would also welcome any comments on how we could improve it.

● The right of access. You can contact us and request a copy of all the data we hold on you.

● The right to rectification. If you find any mistakes in the data, we hold please contact us and we will correct it. The link on the Greenmount Caravan and Motorhome invoice provides you with a link to be able to do this. This also enables customers to keep a check on the information securely held on them. Customers have the right to refuse information. If this happens a review of the suitability of the storage site will be undertaken for that customer.

● The right to erasure. If you want any of your data deleted, please contact us and we will do it providing that it does not affect our legal accounting /licencing obligations or our right to track active customers or infringe software licence or Cassoa licence agreements which may prevent us from conducting business. If this happens a review of the suitability of the storage site will be undertaken for that customer.

● The right to restrict processing. Please contact us if you would like us to restrict the way that we process your data.

● The right to data portability. If you contact us to request a copy of your data, you have the right to request it in machine readable format. Normally we will supply a text file or a CSV file, however, please tell us what your ideal format is and we will attempt to oblige.

● The right to object. Please contact us if you have any objections to the way that we use your data. What emails will you send me These emails may include the following.

● A VAT invoice for any purchases.

● Statements and correspondence regarding your account.

● Notification that an update is available for the software and information that we use.

● Notification regarding use of the software to carry out our business.

● Notification that an issue has been discovered that may affect the operation of the software used to facilitate our business.

● Responses to any emails that you send us. We will not send marketing emails to you.

What If I use a support service to assist me with my software or data.

If they visit our premises to assist us with our software or data on your computer systems behind your firewalls then the responsibility to protect your data is ours.

We would furnish them with a copy of our privacy notice as we would expect them to abide by your data protection policies. This also applies if we give them access to remote control of your our computer equipment. Our confidentiality policy still applies. We expect that any contracted third party will not reveal anything they learn about your data or systems to a 3rd party unless you instruct us to do so. If data is sent or its taken away to process on another computer systems, then the agent will be responsible for the protection of your/our data whilst it is in their possession.

Our policies as defined in this privacy notice and the principles of the GDPR will apply.

Do you hold on to my Debit or Credit Card number?

No, we do not hold credit or debit card details in our systems. When you pay by our Xero invoice you are advised to pay by direct bank transfer.

If you ring us to pay by debit or with credit card over the phone we will type your card details directly into Stripe’s web page, which is encrypted. Please do not send us card details by email.

Who can I complain to?

You can complain by contacting us using the Contact Us details below.

Changes to this Privacy Notice.

We will occasionally update this privacy notice. When we do, we will also revise the version details at the bottom of this document. This policy will be displayed on our website.

Contact Us: -

We welcome your comments regarding this privacy notice, please contact us as follows:

By Email: [igreenmountcaravanstorage@gmail.com](mailto:igreenmountcaravanstorage@gmail.com)

By Phone: 01779632469

By Post: Greenmount Caravan and Motorhome Storage, Preston New Road, Freckleton, Preston, Lancashire, PR4 1TU

ICO Reference: - C1283444

Data Protection Officer -Brian Robert Dixon.

Last updated 1st August 2022.