



forbeslakeland

www.forbeslakeland.com

forbeslakeland@outlook.com

GDPR Policy

General Data Protection Regulation

Policy Statement

forbeslakeland will do all we can to respect your right to privacy and the protection of your personal data. we look after our customers and all their information.

Purpose

to ensure compliance with the General Data Protection Regulation taking effect as from 25th May.
to establish the following :-

- who is the data controller?
- what data do we receive?
- what data is stored?
- where is data stored?
- who has access?
- for what purpose is data stored?
- how is consent to use data obtained?
- how is data deleted?
- what control measures are in place?
- what is the procedure to report a potential breach?

the document is deemed correct at the date of production and will be reviewed when changes in legislation, procedures, and/or suppliers may so require. for the purpose of accuracy, the document will only be considered implemented when clearly marked as such.

who is the data controller officer (DCO)?

the co-owner is responsible for the day to management of data protection, ensuring compliance to this document. the co-owner is ultimately responsible for ensuring that the company is compliant with legislation as appropriate.

The DCO is: Ray Forbes (forbeslakeland co-owner) forbeslakeland@outlook.com

what data do we receive?

customers

1. name
2. address
3. email
4. telephone number
5. banking / credit card details
6. car registration
7. age / d.o.b



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what data is stored?

customers

1. name
2. address
3. email
4. telephone number
5. banking / credit card details
6. car registration
7. age / d.o.b

where is data stored?

customers

secure password protected email program on our system laptop on our premises
secure password protected folder within our operating system laptop on our premises
secure password protected folder backed up to usb memory stick on our premises

personal details in password secured online booking system "<https://en.freetobook.com/>"

bank details in password secured online banking <https://retail.santander.co.uk/>

credit card details in password secured online haven owners account "<https://www.owner-services.co.uk/>"

who has access?

customers

current authorised co-owners of forbeslakeland (Ray Forbes, Michelle Forbes).
regulators, auditors, lawyers & other business professionals.

for what purpose is data stored?

customers (enquiries & bookings)

to ensure correct identification of authorised hirer
payment & payment ID
identity checks (if required)
insurance purposes
marketing purposes (forbeslakeland emails only)



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how long is data stored?

customers (caravan hire)

all information will be stored securely before, during & indefinitely after the hire period, until such date a client requests to remove their details, unless in contradiction with legislation. all credit card details will be destroyed within one month.

we are required under UK tax law to keep basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. information we use for marketing purposes will be kept with us until notified customer no longer wishes to receive this information.

customers (caravan hire enquiries)

all information will be stored securely indefinitely until such date a client requests to remove their details, unless in contradiction with legislation. all credit card details will be destroyed within one month.

how is consent to use data obtained?

all customers

via caravan enquiry or agreement to caravan hire – using approved forms – can be in person, over the telephone, by text with authorised co-owners or via online website <https://www.forbeslakeland.com> messaging / social media groups or social media messaging

enquires made via telephone, email and internet in line with our privacy statement.

how is request for information handled?

all requests for information are addressed to the DCO

only requests provided in writing will be considered

all requests will be responded to within the relevant timeframe, as stipulated by legislations in force at the time of request

in the unlikely event that the DCO is not available to respond within the timeframe as stipulated by current legislation, the co-owner (Michelle Forbes) will be appointed as interim DCO.

request for data will only be accepted by the person whom the data will relate to, unless specifically instructed by a responsible authority, supported by legally binding instructions in writing.

how is data deleted?

data is deleted by the DCO, who will have full access to all databases stored at premises controlled by forbeslakeland. all requests for data deletion will happen within a reasonable timeframe, and it is endeavoured that this time frame will not exceed 7 days from request. however, should the request to have data deleted contradict legislation of England and Wales, or Scotland, or instructions by responsible authorities, data will remain on file until instructed by aforementioned.



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what control measures are in place?

all data access is controlled by the following tangible measures;

- data access is restricted to positions, as defined in this document
- on-site server is password protected
- remote access to server is restricted & protected by firewall.
- all on-site storage of data is kept on the server & backup on secure password usb stick only
- ability to copy encrypted files/folders is restricted to DCO only
- passwords to encrypted folders are restricted to DCO only
- all 3rd party partners who keep data of customers are requested to provide GDPR policies and confirmation of GDPR compliance prior to engagement. this data is reviewed regularly, or when legislative changes so require

what is the procedure to report potential breach?

if a suspected breach takes place, all individuals whom have been identified to may have been affected by a breach, will be contacted within 24 hours by forbeslakeland and/or 3rd party business partner will be made aware that potential breach.

this communication will be done via email as far a reasonably possible, forbeslakeland reserves the right to issue a formal statement using other channels, should the company deem that being a better or swifter option.

review of this document & amendments

this document will take effect as from 25th May 2018 and will be reviewed annually, or when legislation so requires. responsible person to undertake reviews is the DCO, or suitably appointed person and/or organisation. the ownership of this document is restricted to forbeslakeland.

privacy policy

forbeslakeland privacy policy

forbeslakeland is the trading name of the registered partnership of ray & michelle forbes.
our registered address is 6 coul steadings, glenrothes, ky76ql.

the purpose of our privacy statement

under the Data Protection Act 1998 and General Data Protection Regulation (GDPR) 2018, we are required to explain why we collect information about you, how we intend to use it, store it and who we will share it with.

please read this policy carefully to understand our practices regarding your personal data and how this data will be treated. by using our website you are consenting to the practices listed in this privacy policy and have understood that your personal information may be used in accordance.



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why we collect personal information

the information that you provide to us is required in order for us to:

1. provide a caravan hire quotation or provide & confirm a caravan hire to you
2. add you to our customer database to send you marketing literature (when appropriate) via email or post
- 3/ keep a record of your caravan hire or enquiry
- 4/ generate customer demographic data for internal marketing research

forbeslakeland website visits (created with wix)

cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site. in accordance with the GDPR, we must inform our site visitors that we are using cookies on our site. the types of cookies wix implements on our wix created site are listed below:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identifies logged in site members

we may collect information about your computer and your visits to our website such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. we may use this information in the administration of this website to improve the website's usability and for marketing purposes.

we use cookies on this website. a cookie is a text file sent by a web server to a web browser and stored by the browser. the text file is then sent back to the server each time the browser requests a page from the server. this enables the web server to identify and track the web browser.

we may send a cookie which could be stored by your browser on your computer's hard drive. we may use the information we obtain from the cookie in the administration of this website to improve the website's usability and for marketing purposes.

most browsers allow you to refuse to accept cookies. (for example, in internet explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector.) this will, however, have a negative impact upon the usability of many websites.



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using your personal information

personal information submitted on this website will be used for the purposes specified in this privacy policy

1. to process any quotation or information requests you make to us
2. for marketing purposes where we may email events and promotions we think may be of interest to you.

disclosure of your personal information

we may disclose your personal information to the following people :-

co-owners of forbeslakeland, regulators, auditors, lawyers and other business professionals.

security of your personal information

we will take reasonable precautions to prevent the loss, misuse or alteration of your personal information. of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. once we receive your information, we make our best effort to ensure its security on our system.

How long will you retain my data?

where we process personal data for marketing purposes or with your consent, we process the data until you ask us to stop and for a short period after this (to allow us to implement your requests).

we also keep a record of the fact that you have asked us not to send you direct marketing or to process your data so that we can respect your request in future.

where we process personal data in connection with performing a contract, we keep the transactional data for six years from your last interaction with us (or such longer period as may be required by law).

Policy amendments

we may update this privacy policy from time to time by posting a new version on our website. you should check this page occasionally to ensure you are happy with any changes.

this Policy was last updated on 25th May 2018.

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email forbeslakeland@outlook.com or via post to Ray Forbes, Data Controller Officer, forbeslakeland, 6 coul steadings, glenrothes, fife, ky76ql.