

Greenbank Caravans & Trailers Privacy Policy

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 both this Privacy Policy and our Cookie Policy, and have understood that your personal information may be used in accordance.

What Data do we Receive?

CUSTOMERS

Name
Address
Email
Telephone number
Banking details
2 forms of ID e.g. passport/utility bill

GREENBANK CARAVANS STAFF MEMBERS

Name
Address
Email
Telephone number
Bank details
Next of kin name/tel. number

What Data is Stored?

CUSTOMERS

Name
Address
Email
Banking details
Telephone number
Copy of V5 log book Motorhome Applicable

Where is Data Stored?

CUSTOMERS

Database/Management System. Secured filing cabinet in main office. Sage 50.

GREENBANK CARAVANS STAFF MEMBERS

Personal details in secured file in Accounts Office & also at Campbell Dallas LLP
Bank details in secured file within Accounts Office

Who has access?

CUSTOMERS

Current authorised employees of Greenbank Caravans & Trailers Ltd. Regulators, auditors, solicitors & other business professionals.

For What Purpose is Data stored?

CUSTOMERS (Caravans and Motorhomes)

To ensure correct VIN/CRIS documents
Warranty and administration for previous and future
Making up number plates
Payment & payment ID
Marketing purposes

For How Long is Data Stored?

CUSTOMERS (Caravans and Motorhomes Sales & Servicing)

Indefinite, until such date a client requests to remove their details, unless in contradiction with legislation. 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.

How is Request for Information Handled?

All requests for information are addressed to the Data Control Officer

Only requests provided in writing can 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 Managing Director will appoint a suitable 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 Your Data Deleted?

Data is deleted by the DCS, who will have full access to all databases stored at our premises controlled by Greenbank Caravans & Trailers Ltd. All requests for data deletion will happen within a reasonable timescale, and it is endeavoured that this timescale will not exceed 30 days from request. However, should the request to have data deleted contradict legislation, or instructions by responsible authorities, data will remain on file until instructed by aforementioned.

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 servers are kept in access-controlled areas
- Remote access to servers is restricted to appointed IT consultants only
- All on-site storage of data is kept on the servers and not on individual work stations
- Ability to copy database files is restricted

All 3rd party business 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

The Procedure to Report Possible 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 Greenbank Caravans & Trailers Ltd and or by 3rd party business partners will be made aware that potential breach may have occurred.

This communication will be done via email as far a reasonably possible, Greenbank Caravans & Trailers Ltd reserves the right to issue a formal statement using other channels, should the Managing Director deem it to being a better or swifter alternative.

Business Partners

Please see list below.

Review of this Privacy Statement & Amendments

This document will be reviewed and amended accordingly as legislation so requires. Responsible person to undertake review is the DCO, or suitably appointed person or organisation.