



SOLSTICE CARAVAN CARE

Mobile Caravan Engineer

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Tel: 07793 004700 – 01980 626522

Solstice Caravan Care Privacy Notice

Here at Solstice Caravan Care, we are committed to protecting and respecting your privacy. Solstice Caravan Care do not sell on your information or pass it to third parties without your agreement.

How do we collect information from you?

When you book a service from us, we ask you to provide your personal information.

How is your information used?

The personal information that you provide is only used for administrative purposes and forms part of the contract between Solstice Caravan Care and you. Once you have provided us with this information, we will keep this on record for service reminders the following year.

We will not use your personal information for any other purpose.

Who has access to your information?

Your address, phone number and email are securely held by courier companies who are GDPR compliant if you have contractually requested, we send goods to you.

All other information is held securely at the trading premises of Solstice Caravan Care. This information can only be accessed by Solstice Caravan Care personnel.

Security procedures in place

All paperwork is securely held at Solstice Caravan Care premises. Electronic records are kept on computers and can only be accessed by owners and employees of Solstice Caravan Care. Appropriate security is in place to protect computers. Any personal information on paperwork other than a job set is securely shred after 3 years. Job sets are securely stored in locked cabinets.

How can you access and update your info

Unless subject to an exemption under GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you.
- The right to request that we correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary to retain such data.
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e., where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means).
- The right, where there is dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed further processing.
- The right to object to the processing of personal data, (where applicable i.e where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official



authority) direct marketing and processing for the purposes of scientific/historical research and statistics).

How long do we keep the information

Information is kept on you as part of contractual records needed. This information is archived.

Please refer to Solstice Caravan Care web site for policy updates.

Keith Biffen January 2021.