



PRIVACY POLICY

At Blackberry Farm Park (we) are committed to protections and respecting your privacy. We comply with the principles of the UK Data Protection Act 1008 and conform with the EU General Data Protection Regulation (GDPR) from the 25th May 2018.

The Data Controller is Blackberry Farm Park of Whitesmith, Nr Lewes, East Sussex BN8 6JD.

This Privacy Policy explains how we use any personal information we collect about you when you use the website. Should we ask you to provide certain information by which you can be identified when using the website you can be assured that it will only be used in accordance with this privacy statement. Blackberry Farm Park may change this policy from time to time by updating this page. You should check this page occasionally to ensure that you are happy with any changes.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. We keep certain basic information when you visit our website and recognise the importance of keeping that information secure and letting you know what we will do with it.

This policy only applies to our site. If you leave our site via a link or otherwise, you will be subject to the policy of that website provider. We have no control over that policy or the terms of the website and you should check their policy before continuing to access the site.

Information We May Collect From You

We may collect and process the following data from you:

- Information that you provide by filling in forms on our site www.blackberry-farm.co.uk (our site). This includes information provided at the time of registering to use our site, subscribing to our service or requesting further services. We may also ask you for information when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs, operating system, browser usage and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

The information we collect may include:

Your Name

Your Address (and any other additional delivery addresses)

Email Address (we use email address as part of allowing you access to your account and to provide you with a booking reference when booking online or special offers and information that may be useful to you)

Other information necessary for processing your order such as credit/debit card payment.

Where We Store Your Personal Data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

What we do with the information we gather

We use information held about you in the following ways:

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.
- It enables us to keep accurate internal records
If you have contacted us through a form and agreed to opt-in to our marketing communications we also use your information to contact you using the email you have provided about offers, promotions, new attractions and services which we think may be of interest to you.
- We also supply certain data to our selected third party suppliers, Mailchimp, who manage our marketing email communications we send you. Mailchimp is compliant with GDPR.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data.

Any Information and personal data is used only for the purpose for which it was provided. It is never sold or shared with any third parties other than those we use to communicate with you.

Disclosure of Your Information

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Access to your information and correction

You have a right to ask for a copy of the information which we are holding on you and this will be supplied at the latest within one month of the request. We will correct any inaccuracies for no charge within a month of you making the request.

You also have the right to erasure, also known as ‘the right to be forgotten’

Please contact us using info@blackberry-farm.co.uk if you would like a copy of your information or to request the deletion of your information.

IP Addresses and Cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users’ browsing actions and patterns, and does not identify any individual and we will not collect personal information in this way.

We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer’s hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Security of the data we collect

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Secure online payments and credit card transactions are conducted via World Pay. All credit/debit card details are handled directly by World Pay using World Pay's secure hosted payment service.

Password protected documents are used when storing personal details of customers or staff. These documents can only be accessed by managers. You have the right to remove your details from these documents.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which we provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at Blackberry Farm Park, Whitesmith, Nr Lewes, East Sussex, BN8 6JD. or info@blackberry-farm.co.uk

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Your rights include:

- The right to be informed – all organisations must be completely transparent in how they are using personal data (personal data may include data such as a work email and work mobile if they are specific to an individual).
- The right of access – individuals will have the right to know exactly what information is held about them and how it is processed.
- The right of rectification – individuals will be entitled to have personal data rectified if it is inaccurate or incomplete.
- The right to erasure – also known as 'the right to be forgotten', this refers to an individual's right to having their personal data deleted or removed without the need for a specific reason as to why they wish to discontinue.

- The right to restrict processing – an individual’s right to block or suppress processing of their personal data.
- The right to data portability – this allows individuals to retain and reuse their personal data for their own purpose.
- The right to object – in certain circumstances, individuals are entitled to object to their personal data being used. This includes, if a company uses personal data for the purpose of direct marketing, scientific and historical research, or for the performance of a task in the public interest.

Access to Information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

Changes to Our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. However, we advise that you check this page regularly to keep up to date with any necessary changes. Our Privacy Policy was last updated 20th May 2018.

How to contact us

Data Protection Office, Blackberry Farm Park, Whitesmith, Nr Lewes, East Sussex BN8 6JD

01825 872912

info@blackberry-farm.co.uk