

PRIVACY POLICY

Policy version: 15 March 2022

1 INTRODUCTION

This Privacy Policy is provided by California Campers Limited, a company registered in England and Wales under company number 13219268 ('we', 'our' or 'us') for use of our services (**Services**), including hiring of our campervans and the provision of our website at <https://california-campers.co.uk/> (**Website**).

We take your privacy very seriously. Please read this privacy policy carefully as it contains important information on how and why we collect, store, use and share any information relating to you (your **personal data**).

It also explains your rights in relation to your personal data and how to contact us or the relevant regulator in the event you have a complaint. Our collection, storage, use and sharing of your personal data is regulated by law, including under the UK General Data Protection Regulation (**UK GDPR**).

We are the controller of personal data obtained via the Services, meaning we are the organisation legally responsible for deciding how and for what purposes it is used.

2 WHAT THIS POLICY APPLIES TO

This privacy policy relates to your use of the Services and our Website only.

The Website may link to or rely on other apps, websites, APIs or services owned and operated by us or by certain third parties to enable us to provide you with the Services. These other apps, websites, APIs or services may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other apps, websites or services, please consult their privacy policies as appropriate. For more information see the section '**Who we share your personal data with**' below.

3 PERSONAL DATA WE COLLECT ABOUT YOU

The personal data we collect about you depends on the particular activities carried out through the Services. We will collect and use the following personal data about you:

Category of data	In more detail
Identify and data you input into the Services	<ul style="list-style-type: none">• Your name and email address• Your address• Your mobile phone number• Your date of birth and age• Your credit card or other payment information• Your location data• Your driver's licence details, or a photocopy of digital image of it• Your DVLA check code• Your proof of address documents (e.g. utility bill, bank statement)• Your IP address, login data, browser type and version, operating system and platform, and device data
Data collected when you give us feedback by phone, email, post or via social media	<ul style="list-style-type: none">• Your feedback on the Services• Your opinions about the Services

Category of data	In more detail
Data collected when you use specific functions in the Services	Data you store online with us using the Services including your usage history or preferences (while such data may not always be personal data as defined at law in all cases we will assume it is and treat it in accordance with this policy as if it were)
Data collected in relation to the vehicle location and movements	Details of your location, see the section ' Vehicle Data ' below. Data concerning your location is collected when hiring a vehicle.
Other data the Services collects automatically when you use it	<ul style="list-style-type: none"> Your activities on, and use of, the Services which reveal your preferences, interests or manner of use of the Services and the times of use Your device type, IMEA numbers, MAC address of networks, other unique device identification, device operating system, mobile network information, app version number, storage usage, data usage, time zone settings etc

If you do not provide personal data we ask for where it is required, including the geo-localisation services, it may prevent us from providing services and/or the Services to you.

We collect and use this personal data for the purposes described in the section '**How and why we use your personal data**' below.

4 VEHICLE DATA

All our vehicles (**Vehicles**) are equipped with on-board tracking devices (**Tracking Device**) which enable the Vehicles to connect to the internet and allow us to receive certain information from the Vehicles, including, data on Vehicle movements, traffic speed behaviour and geo-location data (**Vehicle Data**). For the avoidance of doubt, Vehicle Data will be collected from you if you hire any Vehicle from us.

We may collect and use Vehicle Data for the following purposes:

- to provide information to the police or other authorities if the Equipment is stolen, is not returned at the end of the hire period or is being used unlawfully;
- if there is an accident or incident relating to the Vehicle during the hire period, e.g. to verify the location of the Vehicle at the time of the alleged accident or incident;
- to identify the exact location of the Vehicle in the event of a reported breakdown and to provide that location to breakdown responders;
- to identify whether the Vehicle is being used in a location prohibited under any agreement with you; and
- to comply with our obligations with our insurance providers.

By hiring a Vehicle, you agree to our use of a Tracking Device in the Vehicle during the hire period, and to our collection, use and retention of any Vehicle Data. You also agree and acknowledge that: we own all right, title and interest (including intellectual property rights) in the Vehicle Data.

5 HOW YOUR PERSONAL DATA IS COLLECTED

We collect personal data from you directly when you make a booking for our Services on our Website, contact us directly via email or phone or reach out to us via social media, or indirectly, such as your activity while using the Website or the Services.

At this point in time, we do not collect any personal information about you using cookies or similar technologies. In the event that this were to change and if we were to decide to collect personal data about you using cookies, you would be notified of this change by means of email notification, with detailed information regarding our use of cookies and similar technologies to be made available in the relevant Cookies Policy.

We may use Google Analytics to collect and process data, including when you use third party websites or apps. To find out more see [How Google uses data when you use our partners' sites or apps](#).

6 HOW AND WHY WE USE YOUR PERSONAL DATA

Under data protection law, we can only use your personal data if we have a proper reason, e.g.:

- (i) where you have given consent
- (ii) to comply with our legal and regulatory obligations
- (iii) for the performance of a contract with you or to take steps at your request before entering into a contract, or
- (iv) for our legitimate interests or those of a third party.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. We will carry out an assessment when relying on legitimate interests, to balance our interests against your own. You can obtain details of this assessment by contacting us (see **'How to contact us'** below).

The table below explains what we use your personal data for and why.

What we use your personal data for	Our reasons
Create and manage your account with us	To perform our agreement with you or to take steps at your request before entering into an agreement
Providing services and/or the functionalities of the Services to you	Depending on the circumstances: <ul style="list-style-type: none"> • to perform our agreement with you or to take steps at your request before entering into an agreement (in this case, the agreement means the Hire Agreement on the Website which apply to our Services)
To enforce legal rights or defend or undertake legal proceedings	Depending on the circumstances: <ul style="list-style-type: none"> • to comply with our legal and regulatory obligations • in other cases, for our legitimate interests or those of a third party, i.e. to protect our business, interests and rights or those of others
Communications with you not related to marketing, including about changes to our terms or policies or changes to the Services or service or other important notices	Depending on the circumstances: <ul style="list-style-type: none"> • to provide vehicle hire services to you • to comply with our legal and regulatory obligations • in other cases, for our legitimate interests or those of a third party, i.e., to provide the best service to you
Protect the security of systems and data	To comply with our legal and regulatory obligations we may also use your personal data to ensure the security of systems and data to a standard that goes beyond our legal obligations, and in those cases our reasons are for our legitimate interests or those of a third party, i.e., to protect systems and data and to prevent and detect criminal activity that could be damaging for you and/or us

What we use your personal data for	Our reasons
Operational reasons, such as improving efficiency, training, and quality control or to provide support to you	For our legitimate interests or those of a third party, i.e., to be as efficient as we can so we can deliver the best service to you
Statistical analysis to help us manage our business, e.g., in relation to our performance, customer base, Website and functionalities and offerings or other efficiency measures	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service to you and improve and develop our Website and service offerings
Updating and enhancing user records	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • to perform our contract with you or to take steps at your request before entering into a contract (in this case, the contract means the Hire Agreement which apply to the Services) • to comply with our legal and regulatory obligations • where neither of the above apply, for our legitimate interests or those of a third party, eg making sure that we can keep in touch with our customers about new products or functionalities related to the Services and our services
<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • to perform our contract with you or to take steps at your request before entering into a contract (in this case, the contract means the Hire Agreement which apply to the Services) • to comply with our legal and regulatory obligations • where neither of the above apply, for our legitimate interests or those of a third party, e.g. making sure that we can keep in touch with our customers about their accounts and new products or functionalities related to the Services and our services 	To comply with our legal and regulatory obligations
<p>To share your personal data with members of our group and third parties in connection with a significant corporate transaction or restructuring, including a merger, acquisition, asset sale, initial public offering or in the event of our insolvency.</p> <p>In such cases information will be anonymised where possible and only shared where necessary</p>	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • to comply with our legal and regulatory obligations • in other cases, for our legitimate interests or those of a third party, i.e., to protect, realise or grow the value in our business and assets

See **'Who we share your personal data with'** for further information on the steps we will take to protect your personal data where we need to share it with others.

7 **MARKETING**

We intend to engage in email marketing to inform you of our services, such as promotions.

We will always ask you for your consent before sending you marketing communications, except where you have explicitly opted-in to receiving email marketing from us in the past or except where you were given the option to opt-out of email marketing and you did not do so.

You will have the right to opt out of receiving marketing communications at any time by:

- using the 'unsubscribe' link included in all marketing emails you may receive from us
- contacting us at rob@california-campers.co.uk

We will always treat your personal data with the utmost respect and never sell or share it with other organisations for marketing purposes.

For more information on your right to object at any time to your personal data being used for marketing purposes, see '**Your rights**' below.

8 WHO WE SHARE YOUR PERSONAL DATA WITH

We routinely share personal data with service providers we use to help us run our business or provide the services or functionalities in the Services, including developers and cloud storage providers. We exert no control over the privacy policy of other service providers.

We only allow service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers to ensure they can only use your personal data to provide services to us and to you.

We or the third parties mentioned above may occasionally also need to share your personal data with:

- external auditors, e.g. in relation to the audit of our accounts and our company—the recipient of the information will be bound by confidentiality obligations
- professional advisors (such as lawyers and other advisors)—the recipient of the information will be bound by confidentiality obligations
- law enforcement agencies, including police, courts or tribunals and regulatory bodies to comply with legal and regulatory obligations
- other parties in connection with a significant corporate transaction or restructuring, including a merger, acquisition, asset sale, initial public offering or in the event of our insolvency—usually, information will be anonymised but this may not always be possible, however, the recipient of the information will be bound by confidentiality obligations

If you would like more information about who we share our data with and why, please contact us (see '**How to contact us**' below).

We will not share your personal data with any other third party.

9 HOW LONG YOUR PERSONAL DATA WILL BE KEPT

We will keep your personal data for as long as you have an active account with us and for a period of up to 6 years thereafter to comply with any accounting or legal obligations including in the event of the pursuit or defence of legal claims. Once we have provided you with the relevant Services, we will move your personal data to a separate database so that only key stakeholders in our business on a 'need to know basis' have access to such data.

Following the end of the of the aforementioned retention period, we will delete or anonymise your personal data.

10 TRANSFERRING YOUR PERSONAL DATA OUT OF THE UK

At this point in time, we do not transfer your personal data outside of the UK. If this changes, we would comply with applicable UK laws designed to ensure the continued protection and privacy of your personal data. Any updated destinations to which we send your personal data, would be indicated in the present section and notified to you in accordance with the section on '**Change to this privacy policy**' below.

Furthermore, under UK data protection laws, we can only transfer your personal data to a country outside the UK where: the UK government has decided the particular country ensures an adequate level of protection of personal data (known as an 'adequacy regulation') further to Article 45 of the UK GDPR; there are appropriate safeguards in place, together with enforceable rights and effective legal remedies for you; or a specific exception applies under relevant data protection law. Accordingly, if we were to start transferring your personal data from the UK to:

- The EEA: we would rely on the adequacy finding granted by the UK to the EU under the Withdrawal Agreement to do; for any transfers from the EU to the UK, we would rely on the adequacy regulation granted to the UK under the Adequacy Decision.
- Any country located outside the UK/EEA: we would rely on appropriate safeguards under the UK GDPR, such as by including the relevant Standard Contractual Clauses in our data processing agreements.

In the event we could not or choose not to continue to rely on either of those mechanisms at any time we would not transfer your personal data outside the UK unless we could do so on the basis of an alternative mechanism or exception provided by UK data protection law.

11 YOUR RIGHTS

You generally have the following rights, which you can usually exercise free of charge. For more information regarding these rights, please visit the ICO website [here](#).

Access to a copy of your personal data	The right to be provided with a copy of your personal data.
Correction (also known as rectification)	The right to require us to correct any mistakes in your personal data.
Erasure (also known as the right to be forgotten)	The right to require us to delete your personal data—in certain situations.
Restriction of use	The right to require us to restrict use of your personal data in certain circumstances, e.g. if you contest the accuracy of the data.
Data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations.
To object to use	The right to object: <ul style="list-style-type: none"> • at any time to your personal data being used for direct marketing (including profiling) • in certain other situations to our continued use of your personal data, e.g. where we use your personal data for our legitimate interests.
Not to be subject to decisions without human involvement	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you We do not make any such decisions based on data collected by the Services.

For further information on each of those rights, including the circumstances in which they do and do not apply, please contact us (see 'How to contact us' below). You may also find it helpful to refer to the guidance from the UK's Information Commissioner on your rights under the UK GDPR.

If you would like to exercise any of those rights, please email, call or write to us—see below: '**How to contact us**'. When contacting us please:

- provide enough information to identify yourself (e.g., your full name and username) and any additional identity information we may reasonably request from you, and
- let us know which right(s) you want to exercise and the information to which your request relates

12 KEEPING YOUR PERSONAL DATA SECURE

We have appropriate security measures to prevent personal data from being accidentally lost, or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access it.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

13 HOW TO COMPLAIN

Please contact us if you have any queries or concerns about our use of your information (see below 'How to contact us'). We hope we will be able to resolve any issues you may have.

You also have the right to lodge a complaint with the Information Commissioner.

The Information Commissioner can be contacted at <https://ico.org.uk/make-a-complaint> or telephone: 0303 123 1113.

14 CHANGES TO THIS PRIVACY POLICY

We may change this privacy policy from time to time. When we make significant changes we will take steps to inform you, for example via the Services or by other means, such as email.

15 HOW TO CONTACT US

You can contact us by post, email or telephone if you have any questions about this privacy policy or the information we hold about you, to exercise a right under data protection law or to make a complaint.

Our contact details are shown below:

- **Address:** Unit A9, Access 442, Hadley Park East, Telford TF1 6QX
- **Email:** rob@california-campers.co.uk
- **Phone:** 07772965737