

You can find out more about us at [www.causewaycoastandglens.gov.uk](http://www.causewaycoastandglens.gov.uk)

**Data Controller Name:** Causeway Coast and Glens Borough Council

**Address:** 66 Portstewart Road, Coleraine,

**Telephone:** 028 7034 7034

**E-mail:** info@causewaycoastandglens.gov.uk

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| **PRIVACY NOTICE** |
| This privacy notice is to let you know how the Holiday and Leisure Parks section of Causeway Coast and Glens Borough Council (referred to as “Council” here) will look after your personal information.  |
| **Our Standards:** |
| The processing of personal data is governed by the Data Protection Act (DPA) and other relevant legislation. When we ask you for personal information, we will ensure that:* you know why we need it
* we only ask for what we need and don’t collect too much or irrelevant information
* we protect your information and make sure nobody has access to it who shouldn’t have
* we only share it with other organisations when it is lawful to do so
* we don’t keep it any longer than is necessary
* it is not made available for commercial use without your permission
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| **Why Are You Processing My Personal Information?** |
| Holiday and Leisure Parks, part of the Leisure and Development directorate within Council, is collecting and processing your personal information because it forms part of the contract established between you and Council that enables you to be a customer at Council’s holiday and leisure parks.We will be unable to complete the arrangements necessary for your stay should you fail to provide the information we ask you for.We will use your personal information to enable the processing of your booking / your agreement with us that will ensure compliance with our requirements as a Landowner under the various Acts that govern holiday parks. We will also use it to help to ensure that the allocation of our resources is appropriate to our customer profiles, and to inform statutory tourism organisations of usage and trends. |
| **What Type of Personal Information Are You Processing?** |
| We will be collecting and processing all or some of the following types of personal information:* Personal Information - name, address, phone number, email address, etc.
* Special Category data – nationality, language, car registration, age, accommodation type etc.
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| **Where Do You Get My Personal Information From?** |
| * information provided by you as part of an application process
* information provided while using our website or our services
* information collected from you as part of an online registration process
* details of transactions you carry out through our site
* any publicly accessible sources or from other organisations/agencies
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| **Do You Share My Personal Information With Anyone Else?** |
| Your information will be held by the Leisure and Development directorate of Causeway Coast and Glens Borough CouncilWe may share your information with internal Council Departments, e.g. for statistical purposes, or with others for investigation of fraud or criminal offences, or for the compilation of tourism figures.We will not disclose any of your personal information to any other organisation unless required to do so by law.  |
| **Do You Transfer My Personal Information To Other Countries?** |
| No. |
| **How Long Do You Keep My Personal Information?** |
| We will only retain your personal information for as long as necessary to facilitate your stay or to process an application.All information stored is subject to and is kept in line with the Council’s Retention and Disposal Schedule – see:<https://www.causewaycoastandglens.gov.uk/council/access-to-information>We may also keep it for longer in order to meet other legislative requirements, or to answer requests for information from ongoing or impending statutory inquiries. |
| **What Rights Do I Have?** |
| * You have the right to be informed that your information is being [processed](https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/the-right-of-access/)
* [You have the right to obtain access to your personal](https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/the-right-of-access/) information
* You can have your personal information [rectified if it is inaccurate or incomplete](https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/the-right-to-rectification/)
* You can ask for your personal information to be erased (where there is no compelling reason for its continued processing)
* You have the right to restrict processing in certain circumstances
* **You have the right to object to the processing of personal information.**

**For further information on your rights, please contact the Council’s Data Protection Officer**Data Protection Officer: Telephone: 028 7034 7034 Email: info@causewaycoastandglens.gov.uk  |
| **What We Ask of You** |
| * **Please make sure that any information you give us is as accurate and as complete as possible.**
* **Don’t include personal information about another person (including your family members) unless you have told the individual concerned and they agree to it being supplied to us.**
* **Tell us as soon as possible if any of the personal information you have provided changes.**
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| **How Do I Complain If I’m Not Happy?** |
| **If you are unhappy with any aspect of how your personal information is being processed, please contact the Council’s Data Protection Officer*:***Data Protection Officer: Telephone: 028 7034 7034 Email: info@causewaycoastandglens.gov.uk **Your complaint will be dealt with using the Council’s complaints process - further details on this can be found at** <https://www.causewaycoastandglens.gov.uk/council/comment-compliments-and-complaints>**If you are still not happy, you have the right to complain to the Information Commissioner’s Office (ICO) – contact details are given below:****Information Commissioner’s Office**Wycliffe HouseWater LaneWilmslowCheshireSK9 5AFTel: 0303 123 1113Email: casework@ico.org.uk <https://ico.org.uk/global/contact-us/> |
| **Information Security** |
| **Any information carried over the Internet is not secure; information can be intercepted, lost, redirected, changed and read by other people. Any transmission is at your own risk.****Once we have received your information, we will use strict procedures and security features to mitigate unauthorised access and protect your personal data against unlawful processing, accidental loss, destruction and damage. We will retain your information in accordance with our Retention and Disposal Schedule.****We have implemented security policies, controls and technical measures to protect the personal data that we have under our control from:** * **unauthorised access**
* **improper use or disclosure**
* **unauthorised modification**
* **unlawful destruction or accidental loss**

**All our employees, processors and sub processors who have access to and are associated with the processing of personal information, are obliged to ensure compliance with the Data Protection Act.**  |
| **Further Information** |
| For further information on how your personal information is used, how we maintain the security of your information and your rights to access information that we hold on you, please contact us using our secure online contact form (insert hyperlink to <https://www.causewaycoastandglens.gov.uk/contact-us>).Or you can call us on 028 7034 7034 or e-mail info@causewaycoastandglens.gov.uk |