



Leisure Park Internet Solutions Ltd

Privacy Policy for Caravan and Leisure Park customers utilising the wi-fi services provided by the Company.

Introduction.

The European Union introduced the General Data Protection Regulations (GDPR) on the 25th of May 2018, these regulations are designed to harmonise the data privacy laws across Europe as well as giving greater protection and rights to individuals. The Data Protection Act 2018 (DPA 2018) is the UK's implementation of GDPR and controls how your personal information is used by organisations, businesses or the government.

This new legislation clarifies how the EU personal data laws apply and any organisation that works with EU residents' personal data in any manner, irrespective of its location, has obligations to protect the data.

Leisure Park Internet Solutions Ltd (LPIS) commitment.

LPIS is registered in the United Kingdom number 08660368 and our registered office is 23 Victoria Avenue, Harrogate HG1 5RD.

LPIS is the data controller for the personal data that is provided, collected and retained.

At LPIS we have always honoured our users right to data privacy and protection. We have never relied upon advertising as a revenue stream or provided advertising to our customers. This means that we have no necessity to collect and process users' personal information beyond what is required for the services we provide and to meet our legal obligations.

Except as set out in this document, we do not share, sell or disclose to a third party any information we may hold.

How we use your personal information.

In general terms, we collect and use personal information to:

- Deliver our services and meet our legal responsibilities;
- Verify your identity where this is required;
- Contact you by post, e-mail, or telephone;
- Maintain our records; and
- Prevent and detect crime, fraud or corruption.

What we collect and use your information for.

Personal data is processed to enable LPIS to provide the wi-fi internet services and we require/obtain:

- Contact name;
- Full address on site;

- E-mail Address;
- Telephone number (mobile and/or landline);
- MAC address and type of equipment utilised to connect to our services and duration of those connections; and
- We also record all telephone calls for training and quality purposes.

Duration of the processing of Personal Data.

Personal data will be processed for the term of the agreement between LPIS and its customer to enable us to provide the services. In addition, we will retain data that enables us to meet the legal or regulatory obligations required of us and to support a claim, or defence in court.

Whom we share your Personal Data with.

We share your data with our business partners who help us deliver our services: These business partners include:

- Sub-contract installation engineers that assist us in connecting the service in customers' property;
- Payment service providers PayPal Inc and Go Cardless;
- Wholesale connectivity telephony providers such as ICUK Computing Services Ltd; and

In addition, where LPIS has a duty to supply following request by UK law enforcement agencies or regulators.

Never in any circumstances is your data shared with third parties other than to enable access to the wi-fi services provided by LPIS.

How we safeguard your Personal Data.

All data is held on servers protected by a secure firewall at LPIS offices and independently backed - up at a secure UK based data centre.

Your rights as a data subject under the DPA 2018

Under the Data Protection legislation, data subjects have the following rights with regards to their personal information:

- the right to be informed about the collection and the use of their personal data.
- the right to access personal data and supplementary information.
- the right to have inaccurate personal data rectified or completed if it is incomplete.
- the right to erasure (to be forgotten) in certain circumstances.
- the right to restrict processing in certain circumstances.
- the right to data portability, which allows the data subject to obtain and reuse their personal data for their own purposes across different services.
- the right to object to processing in certain circumstances.
- rights in relation to automated decision making and profiling.
- the right to withdraw consent at any time (where relevant).

If you wish to exercise your rights under the DPA 2018 please e-mail support@pis-uk.com and we will work with you to complete the request. We will only delete information that we are legally permitted to do so, and deletion may limit the service we can provide to you. This will be discussed at the time to ensure continuity, or closure of any service still in operation.

Complaints

If you have a concern about the way we are collecting or using your personal data, we would ask that you raise your concern with us in the first instance by emailing support@pis-uk.com

Alternatively, you can make a complaint to the Information Commissioner's Office at <https://ico.org.uk/concerns/> or write to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Review of this privacy policy

We may update this privacy notice from time to time as necessary.

The most recent version of this document can always be found on our website www.lpis-uk.com.

Leisure Park Internet Solutions LTD (LPIS)
Registered in: England No : 08660368
Registered at: 23 Victoria Avenue Harrogate HG15RD

Tel 01423 295001
Email info@lpis-uk.com