



## 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 has taken a step in protecting the right to privacy for every EU resident with the General Data Protection Regulation (GDPR) which will become effective on 25<sup>th</sup> May 2018 and will introduce new responsibilities that supersede the existing Data Protection Act.

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.

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
- Regulators and law enforcement agencies as required by law.

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.

## Access and removal of your Personal Data.

If you wish for your data to be removed, please e-mail [support@pis-uk.com](mailto: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.

## 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](http://www.lpis-uk.com).