



HEAD FOR THE HILLS GLAMPING LTD

Privacy Policy

Head For The Hills Glamping Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use and safeguard your personal data when you make a booking, visit our website, contact us, or stay with us.

We process personal data in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (“UK GDPR”).

1.1. Who We Are

Head For The Hills Glamping Ltd
Company No. 15511676
Cefn Brisgen, Llanfynydd, Carmarthenshire, SA32 7UL
Email: info@headforthehillsglamping.com
Telephone: 07791206640

We are the “data controller” of your personal information.

2. What Information We Collect

We may collect and process the following personal information:

2.1 Booking Information

- Full name
- Email address
- Telephone number
- Postal address (where required)
- Booking details and stay history

2.2 Payment Information

- Payments are processed securely via third-party payment providers (such as Stripe)
- We do not store full card details on our systems

2.3 Website Usage Data

- IP address
- Browser type
- Device information
- Website interaction data
- Cookies and analytics information

2.4 CCTV

CCTV operates in agricultural and external areas of the property for:

- Livestock welfare
- Site security
- Crime prevention

CCTV does **not** monitor inside guest accommodation.

3. How We Use Your Information

We use personal information to:

- Process and manage bookings

- Communicate before, during, and after your stay
- Provide customer support
- Comply with legal obligations
- Improve our website and services
- Send occasional marketing communications (where consent has been given)

We **do not sell your data** to third parties.

4. Lawful Bases for Processing

Under UK GDPR, we rely on the following lawful bases:

4.1 Contract – Processing necessary to enter into or fulfil your booking agreement.

4.2 Legal Obligation – Processing required to comply with legal obligations (e.g., financial record-keeping).

4.3 Legitimate Interests – Processing necessary for:

- Running and improving our business
- Preventing fraud or misuse
- Maintaining security (including CCTV)

We ensure our legitimate interests do not override your rights.

4.4 Consent – For marketing communications. You may withdraw consent at any time.

5. Where We Obtain Personal Data

We collect data:

- Directly from you when you book or contact us
 - From booking platforms such as Airbnb or Booking.com
 - Through website analytics tools
 - From CCTV systems on site
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6. Data Sharing

We may share data with trusted service providers, including:

- Payment processors (e.g., Stripe)
- Booking management software providers
- IT and website hosting providers
- Professional advisers (accountants, insurers, legal advisers)

All third parties are required to process data securely and only for specified purposes.

6.1 Regulatory Data Sharing

We operate under an exemption licence issued via **Wanderlust Camping Club**. As part of your booking, guests automatically receive Wanderlust Camping Club membership, giving access to eco-friendly retreats across the UK. To set up membership, we securely share your **name, email, and stay date** with the Club. The Club will send a welcome email and may contact you about membership or marketing. Guests can opt out of these communications at any time.

We do **not** transfer personal data outside the UK unless adequate safeguards are in place.

7. Data Retention

We retain personal data only for as long as necessary:

- **Booking and financial records:** up to 7 years (for tax and accounting purposes)
- **Marketing data:** until consent is withdrawn
- **CCTV footage:** typically up to 30 days unless required for investigation

Data is securely deleted or anonymised once no longer required.

8. Your Data Protection Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Restrict processing

- Object to processing
- Data portability (where applicable)
- Withdraw consent (where processing is based on consent)

Requests must be responded to within one month. Contact us using the details above to exercise your rights.

9. Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, or destruction. However, no internet transmission is completely secure, and we cannot guarantee absolute security.

10. Complaints

If you are unhappy with how we handle your personal data, please contact us first so we can resolve the issue.

You also have the right to complain to the UK's supervisory authority:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire SK9 5AF

Helpline: 0303 123 1113

Website: www.ico.org.uk

11. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be published on our website.