

# COULMORE BAY CARAVAN PARK

## WEBSITE USE AND POLICIES

### Use of Website

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### E-Mails

Emails and any information it contains (including any attachments) may be privileged and/or confidential. It is for the intended addressee(s) only.

If you receive a communication in error, please notify us immediately by telephone on +44 7538 098 633 or email us at [info@coulmorecaravanpark.com](mailto:info@coulmorecaravanpark.com).

### Privacy policy

This privacy policy is here to inform you on what information we might collect about you and how we intend to use it. Any information you provide us will be used the way described by this policy. Please acknowledge that our privacy policy may be updated in the future to reflect changes we make and to satisfy legal requirements.

We will post a notice on the website but we do recommend that you check this page regularly for the most current version of our Privacy Policy.

This page was last updated on Friday 24th June.

The information we collect about you and how we use it.

### PERSONAL INFORMATION YOU PROVIDE

Through our Contact Us form you will be asked to provide an email address. The details you fill in are passed to us by email but not stored on the website. We will retain the emails sent to us this way and may use your contact details to respond to you about your enquiry and for any follow up correspondence. Any information you give us from this correspondence is kept to our discretion and will never be given to any third party without your prior consent.

Through our Booking form you will need to provide an email address and phone number as well as your name and your address. We need those informations to

provide you with the best booking experience we can provide and to keep in touch through your stay. You also can agree to promotional messages from us, which consist in us sending a few emails a year to keep you updated with the caravan site upgrades or any promotional offers on our caravans.

As for your mail address, we will not use it to communicate with you but only for any official paperwork required and only when necessary.

### THIRD PARTY COLLECTING DATA

The Coulmore Caravan Site website collects visitor information through Google Analytics. This information is anonymised and should not personally identify you. You can view Google's privacy policy here : <https://policies.google.com/privacy?hl=en>.

## How we protect your informations

### HOW WE STORE YOUR INFO : BOOKALET

Our booking system is Bookalet and all the information you might fill in through the booking form is stored by them for us to manage our booking. You can view Bookalet's privacy policy here : <https://www.bookalet.co.uk/privacy>.

### HOW WE SECURE YOUR BANK DETAILS

For all of your bookings online payments we work with the online payment service Stripe. We do not have direct access to any of the banking details you might fill in through them. You can view Stripe's privacy policy here : <https://stripe.com/gb/privacy>.

## How you can control your personal information

If you would like us to provide you with all the information we hold about you, if you would like to update or delete such information or if you would like to opt out of our promotional emails, please use the contact details you can find below to contact us.

If you have any queries about our use of your data please use the contact details you can find below. If this does not help you can contact the website hosting service at <https://www.bookalet.co.uk/contact>.

### TO CONTACT US :

By Mail : Managers House, Coulmore Bay Caravan Park, IV13XB North Kessock, United Kingdom

By Phone : 07538098633

By e-mail : [coulmoreholidays@outlook.com](mailto:coulmoreholidays@outlook.com)

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