



Leisure Ltd

Lowdham Road, Gunthorpe, Nottinghamshire, NG14 7ER

PRIVACY POLICY

At Fuller Leisure Ltd we are committed to protecting and respecting the privacy of our customers and those who come into contact with our company. This Policy sets out the processes and the basis on which any personal data we collect from you, or that you provide to us, and how it is processed by us, to understand our views and practices regarding your personal data and how we will treat it.

For the purposes of the relevant data protection legislation, the "controller", (or "data controller") is Fuller Leisure Ltd. Lowdham Road, Gunthorpe Nottinghamshire NG14 7ER.. Any questions, comments or requests regarding this policy are welcomed and should be addressed to sales@david-fuller.co.uk

INFORMATION WE MAY COLLECT FROM YOU

We will collate the minimum information that is required in order to fulfil your contract with us and the service you have requested. We request the following details, business trading title if applicable, contact name, address, telephone number and email address.

If paying for a product over the phone, we are required to take your card payment details, expiry date and security numbers. All information is taken securely. We will only take a client's bank details if payment was being made or credited to the customer. This is done through a secure banking system. We do not retain your personal banking information once the transaction is complete.

We collect different types of information about you for the following reasons:

1. To provide goods or services to you, either at your request or in order to fulfil an existing contract.
2. We may ask you to complete surveys about the service we provide so we can improve the service to you the customer.
3. Information that you provide by filling in forms on our website www.sales@david-fuller.co.uk or www.sellmymotorcaravan.com or www.sellmycaravan.com (our sites). This includes information provided when you complete our on-line contact and enquiry form.
4. If you contact us, we may keep a record of that correspondence.
5. To manage your customer accounts and to keep an adequate record of your past or current purchases.
6. To contact you regarding your order, or if we change the way that our product or services work.
7. To email you about up and coming events, open days, stock and to share our news.
8. When you apply for finance from Black Horse, Close Brothers, Paragon Bank or other finance companies to purchase a motorhome or caravan.

COMPUTER INFORMATION

Fuller Leisure Ltd does not gather, store or retain your information through your use of computer technology. If you access our websites the only way we can receive your information is if you complete the online contact forms.

We may store your information within our customer database.

Please note that we use Google Analytics, which places 'cookies' (text files) on your computer, to help the website analyse how visitors use the site. We do not store your information at Fuller Leisure Ltd. However the information generated by the cookie about your use of our website (including your IP address) will be transmitted to and stored by Google for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing to us other services relating to website activity and internet usage. You can prevent Google collecting your data and control the use of it by visiting <http://tools.google.com/dlpage/gaoptout>.

Please visit Google for further information on how Google uses your data. <http://www.google.com/intl/en/policies/privacy/>.

WHEN WILL WE SHARE YOUR PERSONAL DATA?

We will not share your personal data with any third parties for marketing purposes without your express consent. We will however, share your personal data with the following parties ("Third Parties"), for the following reasons:

- Microsoft Office in the case of any computer technicalities, for storage, back up, disaster recovery and IT support purposes.
- Other selected third parties, such as our payment and delivery providers, suppliers and sub-contractors, where it is necessary to do so in order to provide you with goods that you have ordered, (including World pay and UK based delivery service providers).
- Google Analytics, to assist us in the improvement and optimisation of our site.

We reserve the right to disclose or share your personal data in order to comply with any legal requirements, enforce our terms and conditions, or any other agreement we enter into with you, or to protect the rights, property, or safety of our business and other customers. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Vehicle Finance — to assess your eligibility for finance

- When you apply for finance from Fullers you must provide certain personal information. Finance decisions based on credit worthiness may be made via an automated process (i.e. a logarithm in a computer program or application).
- Fullers will share the information with Black Horse or other finance companies to help them decide whether to offer you finance. Using information about you in this way is necessary for the finance company to make this decision and if you do not provide it to us they may not be able to offer you finance.

WHERE WILL WE STORE YOUR PERSONAL DATA?

All personal data that you provide to us is stored on our secure systems. We use our best endeavours to ensure that your data is treated securely and in accordance with this Privacy Policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict safeguarding procedures and security features to try to prevent any unauthorised access to your personal data.

HOW LONG WILL WE KEEP HOLD OF YOUR PERSONAL DATA

We retain your information only as long as is necessary for the purpose for which we obtained it and any other permitted linked purposes. If information is used for two purposes we will retain it until the purpose with the latest period expires; but we will stop using it for the purpose with a shorter period once that period expires.

We restrict access to your information to only those persons who need to use it for the relevant purpose in our business.

YOUR RIGHTS

You have the following rights:

1. To request that we provide you with a copy of the information we hold about you ("Access Request").
2. To request that we rectify any information we hold about you ("Right to Rectification").
3. To request that we erase any information we hold about you ("Right to be Forgotten").
4. To restrict the level of processing we carry out with your information ("Restriction of Processing").
5. To obtain from us all personal data we hold about you in a structured, machine readable form, and have this information transmitted to another organisation ("Data Portability").
6. To object to our processing your information in certain ways ("Right to Object").
7. To withdraw your consent at any time to our processing of your data.

Please see the relevant sections below for further details on your rights as a data subject. You can exercise any of the above rights by emailing us at sales@david-fuller.co.uk. You also have the right to lodge a complaint with the Information Commissioners Office if you are unhappy in any way with how we treat your personal information.

We will comply with any request made under this section as soon as possible, and normally within one month from the date of your request. However, if necessary, for example if your request is particularly complex or we receive a number of similar requests, we may extend this period by an additional two months, but we will notify you if we need to do this.

Please note that where we receive requests under this section which are manifestly unfounded or excessive, in particular because of their repetitive character, we may:

1. Charge a reasonable fee taking into account the administrative costs of providing the information or taking the action requested; or
2. Refuse to act on the request.

ACCESS REQUEST

You have the right to request a copy of the information that we hold about you at any time. Please note that in most circumstances, we will not make a charge for this, however we may make a reasonable fee based on administrative costs for any further copies requested.

RIGHT TO RECTIFICATION

You have the right at any time to ask us to rectify any personal data that we hold for you which is incorrect or incomplete.

If we have disclosed any incorrect or incomplete data to any third parties, we shall inform them of any necessary amendments or corrections made to your personal data under this section.

RIGHT TO BE FORGOTTEN

You have the right to ask us to erase the personal data we hold about you in circumstances where:

1. It is no longer necessary for us to handle your personal data for the purpose for which it was originally collected.
2. You have withdrawn your permission for us to hold your personal data (where this was the basis on which it was collected or used).
3. You object to the processing of the data and there is no lawful overriding reason for us to continue processing your personal data.
4. The personal data was unlawfully processed.
5. We have to erase your personal data in order to comply with a legal obligation.

RESTRICTION OF PROCESSING

You can ask us to restrict how we use your data in the following circumstances.

1. Where you believe that the information we hold about you is inaccurate, you can ask that we refrain from using your data until we can verify the accuracy of it.
2. Where we have unlawfully processed your data, you can ask that we restrict our usage of it rather than erase it completely.
3. Where we no longer need to hold your information, but you wish us to retain your information for the purpose of establishing, exercising or defending a legal claim.

DATA PORTABILITY

You have the right to obtain from us all personal data which you have provided to us in a structured, commonly used and machine readable form, provided that such data was processed based on your consent, or for the purpose of a contract between us and the processing was carried out by automated means.

This will allow you to move, copy or transfer personal data easily from one IT environment to another. Alternatively, we can transmit such data directly to another organisation.

Please note that we will not be able to comply with a data portability request if this will affect the rights and freedoms of others.

RIGHT TO OBJECT

This is a necessary condition. You have the right to object, on grounds relating to your particular situation, to our processing of your personal data where we are doing this for the performance of a task carried out in the public interest (which we will have told you about, if applicable), or where we are carrying out processing for the purposes of legitimate interests pursued by us.

If we process your personal data for automatic decision making or profiling purposes (i.e. to analyse or predict your personal preferences and purchase behaviour, and such profiling is automated) we will ensure that we tell you about this beforehand, and will only do if entering into a contract between you and us, or where you have given us your explicit consent to do this.

USE OF THIRD PARTIES

Personal information which we collect may be transferred to third parties on your behalf only with your consent. This is only shared in a secure manner, using a consistent security protocol. When we share with other parties we ensure that they only use your personal data for the purpose it was collected and do not allow them to abuse this agreement.