



Privacy Policy

Effective Date: July 2025

Craven Campers

Registered Address:

Heatherley,

Holme Lane,

Sutton in Craven

BD20 7 LN

Contact Email: info@cravencampers.com

Phone: 07966671095

1. Introduction

At Craven Campers we believe your privacy is important. This Privacy Policy explains how we collect, use, store, and share your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our services, including hiring a campervan, contacting us, or visiting our website, you agree to the practices outlined in this policy.

2. What Personal Data We Collect

We collect and process the following categories of personal data:

a. Identity & Contact Data

- Full name
- Date of birth
- Driving licence number and copy
- Passport or ID (if applicable)
- Email address
- Phone number
- Billing address
- Pickup and drop-off locations

b. Payment Information

- Credit/debit card details (processed securely by third-party providers)
- Billing information
- Payment history

c. Booking & Rental Data

- Rental dates and campervan selection
- Additional driver details (if applicable)
- Special requirements or preferences
- Driving history, points on licence (if required for insurance purposes)

d. Technical & Usage Data

- IP address
- Browser type and version
- Location data (if vehicle GPS tracking is enabled)
- Website usage data via cookies (see section 7)

3. How We Use Your Information

We use your personal data to:

- Process and manage your campervan booking
- Verify your identity and driving eligibility
- Fulfil our legal obligations under insurance and rental law
- Provide customer service and respond to enquiries
- Communicate important booking updates or changes
- Process payments and issue invoices
- Send relevant marketing (if you opt in)
- Improve our services and user experience

4. Lawful Basis for Processing

We process your data based on the following lawful grounds under UK GDPR:

- Contractual necessity – to fulfil your booking and provide campervan hire services
- Legal obligation – to comply with UK laws, including recordkeeping, insurance, and anti-fraud measures
- Legitimate interests – for running and improving our business
- Consent – for sending marketing emails (only where you have opted in)

5. Sharing Your Data

We may share your personal data with:

- Payment processors (e.g. Stripe, PayPal)
- Insurance companies (for coverage or claims)
- Government authorities or law enforcement, if legally required
- Trusted third-party service providers, such as IT support, marketing platforms, or vehicle maintenance contractors

All third-party processors are contractually required to comply with UK GDPR standards.

We do not sell or rent your personal data.

6. Data Retention

We retain your data only for as long as necessary to:

- Fulfil the purposes for which it was collected
- Comply with legal, accounting, or reporting obligations

Typically, this means:

- Booking and financial records: up to 7 years
- Driving documentation: up to 12 months post-hire (unless required longer for legal reasons)

Data is securely deleted or anonymised once no longer needed.

7. Cookies & Website Tracking

Our website may use cookies to:

- Analyse traffic and improve performance
- Enable booking functionality
- Remember your preferences

You can control cookies via your browser settings.

8. Your Rights Under UK GDPR

You have the following rights:

- Access – request a copy of your personal data
- Rectification – correct inaccurate or incomplete data
- Erasure – request deletion of your data (subject to legal exceptions)
- Restriction – limit how we use your data
- Objection – object to data processing under certain conditions
- Portability – request transfer of your data to another provider
- Withdraw consent – if we rely on your consent (e.g., for marketing)

To exercise your rights, contact us at info@cravencampers.com. We may request ID to verify your request.

If you believe we've mishandled your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Phone: 0303 123 1113

9. Data Security

We take appropriate measures to protect your personal data, including:

- Secure storage of physical and digital records
- Encrypted transmission of sensitive data
- Access controls for authorised personnel only

10. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Effective Date" at the top and post the updated policy on our website. We encourage you to review this policy periodically.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact:

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