



PRIVACY POLICY

Cwmcarn Forest is committed to maintaining the trust and confidence of visitors. Cwmcarn Forest does not and will not pass on/sell email or data lists to third party organisations for marketing purposes.

When we receive personal data from a visitor or potential visitor, it will only be used for the purpose stated when the personal data was submitted to us. If visitors or potential visitors give permission to be contacted by Cwmcarn Forest (by subscribing to the Cwmcarn Forest database) with relevant visitor information, contact will be via email only.

A third party provider, MailChimp is used to deliver our promotional emails. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our promotions. **You can unsubscribe at any time, by clicking the unsubscribe link at the top or bottom of any of the emails sent via the system.**

How we keep your data secure

Accommodation bookings

Holiday Park Online Booking and Managements System by CampManager

When booking accommodation online with us, your information is recorded via an online booking system. Your booking details are emailed to us via the online booking system. We are sent the below information. Personal data will not be used again unless subscription to the Cwmcarn Forest visitor database has been agreed by opting in. We do not receive any personal payment/bank details from CampManager.

- Full name
- Home address
- Postcode
- Telephone number
- Email address

Telephone bookings

When booking accommodation over the telephone, your information is entered into the online booking system (see above) and an online booking is generated. Personal data will not be used again unless subscription to the Cwmcarn Forest visitor database has been agreed by opting in. Booking forms are printed and kept in a safe. All booking forms are archived within CCBC's Archive Room and by law, we will only store your information for as long as is required.

Payment receipts using a PDQ machine are kept in a safe and destroyed after a maximum of 3 months. Caerphilly County Borough Council are PCI-DSS (Payment Card Industry Data Security Standard) compliant. When you provide sensitive information (for example, a credit card number to make a payment), we will ensure all reasonable steps to protect it, we will also take security measures to protect your personal information in storage. Credit card numbers are used only for payment processing and are not retained for marketing purposes.

What we collect

When subscribing to Cwmcarn Forest's visitor database we will only record the below information:

- Full name
- Email address
- Postcode

Data is then transferred and saved on a secure network at Caerphilly County Borough Council. Personal data is recorded in a secure database within the Cwmcarn Forest website and is only accessed by designated staff at Cwmcarn Forest.

What we do with the information we gather

- We may use the information to improve our services/understand visitor behaviour.
- We may send promotional emails about events, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes via email.

Cookie Policy

A cookie is a small file, which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

In general, we use cookies and our records of the pages users have visited to gather information about all of our users collectively, such as what areas users visit most frequently and what services are accessed most. We only use such data in the aggregate. This information helps us determine what is most beneficial for our users, and how we can continually create a better overall experience for our users and improve our website in order to tailor it to customer needs.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Your rights

You can find out what information we hold about you, and ask us not to use any of the information we collect. Please contact us if you wish to do this.

Email: cwmcarn-vc@caerphilly.gov.uk

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Cwmcarn
NP11 7FA

Please see the Caerphilly CBC website for the Council's Privacy Policy:

<https://www.caerphilly.gov.uk/page.aspx#Accessibility>