

## Haven Off-Grid Touring – Privacy Statement & Policy

**Haven Off-Grid** (“We”) are committed to protecting and respecting your privacy.

This policy (together with our Terms & Conditions and any other documents referred to therein) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For collecting data covered by The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) the Data Controller is **Haven Off-Grid**.

**What information does Haven Off-Grid collect about me when I get in touch or purchase an item?**

For purchases we ask for your: Name, email address, home addresses, phone number, and any specific requests relevant to your purchase.

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

**What is the information used for?**

- We use this information to communicate with you about your order. This information is stored in a secure data base. All the information taken at the time of ordering is collected for the purpose of processing your order, to manage and respond to any complaints or queries.
- For security purposes, to investigate fraud and where necessary to protect ourselves and third parties.
- To comply with our legal and regulatory obligations.
- To apply for credit accounts using our credit reference agencies and insurance provider.

**How are off-line payments processed?**

Transactions for balance payments are to be paid by BACS or PayPal.

- BACS is a central payment network owned and operated by the 16 major UK Clearing Banks and building societies that make up the membership organisation.
- PayPal is a global online payment platform linked to your bank account, credit or debit card which uses 24/7 data encryption and anti-fraud technology to help keep your information secure.

**Who has access to my data?**

Only employees of Haven Off-Grid. We will never sell your data to marketing third parties. We only share your data in the following circumstances -

- **Service Providers:** We provide information to our service providers acting on our behalf (for example to companies that provide digital marketing services like product recommendation, statistical analysis, business & operational insight, website optimisation), as well as to those third parties involved in the delivery chain (for example freight forwarders, couriers and delivery companies). On

## Haven Off-Grid Touring – Privacy Statement & Policy

occasion, we also share personal information with our professional and legal advisors.

- **Government Authorities:** Where your order is due for delivery outside the UK, we may need to share information with customs authorities both in the UK and in the country of destination. We may also share personal information with law enforcement or other governmental authority, e.g. to report a fraud or in response to a lawful request.
- **Credit & Fraud Checking:** We may share information with credit reference agencies and with third parties engaged in fraud prevention and detection.
- **Business or Asset Sale:** If we sell any business assets, the personal information of our customers may be disclosed to a potential buyer. In this event, we will make reasonable attempts to ensure the buyer will be bound by the terms of this privacy statement.

### How long will you keep my information?

We are legally required to keep records of financial transactions for seven years for accountancy and audit purposes. Personal information about your order will be retained to assist future correspondence, or to verify purchases you make.

### What if I wish the data to be removed?

The right to be forgotten - at your written request, we will remove all your data.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Haven Off-Grid, Chapelton Cottage, Barras, Stonehaven, AB39 2TS or email [david@egcscotland.co.uk](mailto:david@egcscotland.co.uk). If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

### Information obtained from our website

We use Google Analytics software to collect information about how you use our website. We do this to help make sure the site is meeting the needs of its users and to help us make improvements. Google Analytics stores information about:

- the pages you visit
- how long you spend on each page
- how you got to the site
- what you click on while you are visiting the site

We do not collect or store your personal information (e.g. your name or address), so this information can't be used to identify who you are.