

Privacy Policy

Your privacy is important to us

This statement explains how we collect, use, transfer and store your personal data. We would encourage you to read this information.

Who's responsible for your data?

We refer to “Plas Newydd” in this statement. This means Plas Newydd Holiday Home Park and companies owned by Plas Newydd Holiday Home park who provide any related services and products. Plas Newydd Holiday Home Park is part of the Hogan group.

Hogan Group is the 'data controller' for your personal data.

How can you contact us?

We can be contacted at:

Hogan Group, Hogan House, Caernarfon Road, Bangor, Gwynedd, LL57 4DA

Our Data Protection Officer has overall responsibility for the way that we handle personal data. The Data Protection Officer can be contacted at:

Hogan Group, Hogan House, Caernarfon Road, Bangor, Gwynedd, LL57 4DA

Other ways to contact us are on our “contact us” page

Who does this statement apply to?

Individuals and Caravan Owners

People we wish to promote products and services to

People who contact us on social media

People who visit our website

Other information in this statement

Your rights

How long we keep your information for

How we keep your information safe

What happens if we send your data out of the EU

Individuals and Holiday Home / Lodge Owners

What personal data do we collect?

Data we collect from you includes:

Financial data

Such as your payment details, we need your bank details if you want to pay by Direct Debit for your utility and rental charges. If you have difficulty paying our bills, providing details of your circumstances helps us work with you to resolve this.

Personal data

Such as your name and contact details. We need this information from you in order to answer your enquiry made through the website. If you don't provide it to use we may not be able to answer any enquiries made.

What do we use your personal data for?

It's important that you understand what we'll do with the data that we hold about you

We'll process your data for the following purposes necessary for the performance of our contact with you, or in readiness for such a contact:

- To manage your account with us. This can include providing our terms and conditions, recording your gas and electricity meter readings, sending you invoices, administrating your payments and any dealing with queries or complaints
- If you move into another holiday home or lodge within our park or another park owned by the Hogan Group, we'll link your personal details to your new holiday home or lodge

We'll process your data to comply with legal obligations including:

- OFGEM directions and Codes and our Licence Conditions
- Financial Conduct Authority rules
- Consumer Protection Laws
- Orders made by a Court

We'll process your data where we have a legitimate interest. This includes:

- Keeping records of our dealings with you, so that we have an accurate history of our relationship with you in case of disputes
- We might monitor and record our conversations with you, for example to prove you've agreed a contract with us, to help train our staff, or to help us give better service. We won't record credit and debit card details
- Making appointments to have a park tour or view another holiday home or lodge
- For research and insight purposes, to enable us to provide good customer service

Who do we share your personal data with?

We'll get information from our partners and we'll match it with our own data to make sure the information we have about you is accurate and up to date.

People we wish to promote products and services to

We'd like to use your personal data to communicate with you about products or services that we offer

We won't use your personal data for marketing purposes at all if you've told us not to. We'll give you the opportunity to opt-out of receiving marketing information whenever we contact you directly for this purpose.

Some activities, such as emailing marketing information to you, require your express consent. Others, such as sending letters or calling you, we may be allowed to do without your prior agreement, on the basis that we have a legitimate interest in doing this. Our legitimate interest might be:

Understanding our customer and getting to know their preferences

Telling our customers about products that might meet their needs and desires

Holiday home / Lodge owners who contact us via social media

We have accounts on Facebook and use their 'public' platforms to manage our social media interactions

We don't have any control over how these companies use any data shared with us through their services, and we recommend you review their privacy notices yourself. We'd also remind you that any information you post publically is visible to anyone.

If you send us personal data via Facebook Messenger to enable us to give you a quote for a potential Holiday Home or Lodge we'll delete the relevant messages from Messenger but they will still be available to you and Facebook unless you also delete them.

No data you give us via social media will be used for marketing or shared with any other organisations for marketing purposes.

Visitors to our website

By using our website, you're allowing us to collect and use the information you give us for the purposes of your visit or as explained to you

Cookies

[How we use cookies](#)

Most internet browsers, like Firefox, Safari or Google Chrome, let websites store simple text files called 'cookies' on your computer.

They let websites remember things like your username or password so you don't need to re-type them every time you visit. They also help websites see how you use them, and this can be used to improve how websites work.

We have a legal responsibility to tell you about the kind of cookies we use, what they're for and how to turn them off. We strongly suggest you accept our cookies though, to get the best possible service from our website.

What cookies can't do

There are quite a few myths about cookies out there, so to put your mind at rest, here's what cookies can't do:

- Read your hard disk
- Get your login email address or other personal info unless you provide it
- Create viruses or destructive programmes that could harm your computer
- Instantly fill up your hard drive

What cookies do we use?

Name	Purpose
Google Analytics, and Webtrends	These are known as website tracking tools and they're used on most websites. They give us general information about how people are using our website, including what pages they visit, how long they visit for and the kind of things they do. This helps us spot problems and improve the website.
cc_cookie_accept	This cookie is designed to let the browser know that the cookie notice that appears when the website is first opened has been accepted or declined. The cookie notice will not appear again once the decision has been made.

How do I turn cookies off?

How you disable or delete cookies depends on which version of your internet browser you're using, for instance, Internet Explorer 9.

You should be able to check this by going to the About section in the Help or Tools section of your browser.

To find out more, we suggest you visit aboutcookies.org, where you'll find easy to follow instructions for both deleting or controlling cookies from your browser.

aboutcookies.org is a third party website, so we're not responsible for the information on it, but we're more than happy to recommend it.

Automated decision making and profiling

We use automated processing of personal data to evaluate, analyse and predict common traits, characteristics and behaviours. This enables us to understand our customer groups and manage these groups more effectively.

Segmenting customers lets us more effectively focus tailored marketing communications to specific types of customers in different ways.

Your rights

NOTE: The information in this section relating to data portability, objection to and restriction of processing will only come into effect from the 25th May 2018, which is the effective date of the General Data Protection Regulation (or GDPR). GDPR is a European law governing our use of your data.

If we collect or handle your personal data you have rights as an individual which you can exercise in relation to the information we hold about you.

[Right of access to your personal data](#)

We try to be as open as we can be about giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we'll provide you with a copy and information about what we do with it. Unless you ask us to provide it in a different way we will email this to you where you have given us an email address.

You can request access to our data using any of the methods on our Contact Us page.

If you agree, we'll try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

[Other rights you have](#)

If you've given us consent to process your personal data, you have the right to withdraw that consent at any time by contacting us.

You can request that we correct any mistakes, restrict or stop processing your data, or delete it. It's worth noting that in some cases if you do ask us to correct, delete or stop processing it, we won't always be required to do so – for example we may need to continue in order to service your account in line with our contract. If this is the case, we'll explain why.

If we're making decisions about you based solely on automated processing, including profiling, then in certain circumstances (where we are processing on the basis of a legitimate interest and the decision has legal or similar effects on you), you have the right to have a person make the decision instead.

In certain circumstances (where you provide your information to us (a) with consent to process it or (b) where the processing is necessary for the performance of our contract with you) you can require that we provide the data we hold about you either to you or a third party in a commonly used format. This only applies if we are processing it using automation only. If you would like more information about this, let us know.

Your right to contact the Information Commissioner

If you're unhappy with any aspect of how we handle your personal data you also have the right to contact the Information Commissioner's Office (ICO), the supervisory authority that regulates handling of personal information in the UK.

You can contact them by going to [their website](#), phoning them on **0303 123 1113** or by post to:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

How long do we store your personal data for?

Where you have an account with us we'll retain your personal data for 7 years following the end of our relationship with you (which might be when your account closes. There may be circumstances when we need to keep it for longer – for instance if we're dealing with a complaint from you when that time comes round) but we'll delete it as soon as we've no need to keep it further.

If we hold your data for any other reason we'll delete it as soon as we no longer have a valid reason to retain it.

How we keep your information safe

When you ask us for a brochure, site tour or home or lodge viewing, our pages are secure, which means all the personal details you type in are encrypted before they're sent to us.

We then store and use this information securely, so it can't be read by anyone who doesn't need to see it.

When you get in touch with us, we'll ask you a couple of security questions before we share any personal details, just to check it's you.

clauses requiring that your data is handled to the same standards as we have to uphold.

Slavery & Human Trafficking Statement - June 2017

Plas Newydd statement

This statement is made by Hogan Group as the ultimate holding company of the Plas Newydd Holiday Home Park (“Plas Newydd”) pursuant to section 54(6) of the UK’s Modern Slavery Act 2015 (the “Act”) for the financial year ending on 31 December 2016.

Hogan Group’s structure, business & supply chain

Hogan Group is an independent group of companies based in North Wales which are focused on quality, sustainability and Service.

Hogan Group’s approach

Hogan Group has a commitment to act ethically and responsibly in all its business relationships and has zero tolerance of slavery and human trafficking in any part of its business or supply chain. Hogan Group supports and is committed to upholding the UN Guiding Principles on Business and Human Rights and the core labour standards set out by the International Labour Organisation. Hogan Group has a wide range of internal policies, standards and processes in place to assist in tackling slavery and human trafficking, including:

1. Hogan Group Code of Conduct and Hogan Group Human Rights Policy Statement;
2. Hogan Group Supplier Code of Conduct, with standards regarding human rights, working conditions, environmental impact and ethical business standards;
3. General Purchasing Conditions for suppliers to secure compliance with the Hogan Group Supplier Code of Conduct;
4. Defined and monitored qualification process of new suppliers before Hogan Group engages in business with them;
5. Supplier evaluation of our top suppliers and high volume orders, upon fulfilment of contracts;
6. Biennial Risk Assessment in relation to suppliers with a significant annual contract volume; and
7. Whistle blowing hotline to enable employees to report possible violations of the law or of company guidelines or policies.

Hogan Group continued commitment

Hogan Group will continue to review its policies and processes in relation to the prevention of slavery and human trafficking in its business and supply chain, strengthening these where necessary to ensure continued alignment with the Act.

Hogan Group will also continue to train all employees on, and ensure compliance with, our Code of Conduct and will identify additional training needs where necessary.

This statement has been approved by the Hogan Group Board of Directors on behalf of Plas Newydd Holiday Home Park. A new statement will be published each year on the website.

