PRIVACY POLICY & COOKIE POLICY

Overbrook Caravan Park

Last updated: 5 November 2026

1. Introduction

At Overbrook Caravan Park, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, make an enquiry or book a stay with us.

We handle personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

2. Who we are

Overbrook Caravan Park is operated by the business partners Mrs N Ellis and Mr D Ellis, who are responsible for determining how your personal information is collected, used and protected.

The partners are responsible for ensuring that personal information is handled in accordance with applicable UK data protection legislation.

Contact details:

Overbrook Caravan Park
Maltongate
Thornton Dale
North Yorkshire
YO18 7SE

Telephone: 01751 474417
Email: enquiry@overbrookcaravanpark.co.uk
Website: www.overbrookcaravanpark.co.uk

If you have any questions about this policy or how we handle your personal information, please contact us using the details above.

3. What personal information we collect

We may collect and process the following information:

- Personal details, including your name and contact details, address, telephone number and email address.

- Booking information, including arrival and departure dates, pitch requirements and details of your stay.
- Vehicle and touring unit information where relevant to your booking.
- Payment records, including transaction references, payment amounts and dates.
- Correspondence and communications between you and Overbrook Caravan Park.
- Marketing preferences, including whether you have agreed to receive promotional emails.
- Technical information relating to your visit to our website, including information collected through cookies.

We do not retain guests' full debit or credit card details.

We only collect information that is relevant to providing our services and managing our relationship with you.

4. How we collect your information

We collect personal information in several ways.

Telephone enquiries and bookings

When you contact us by telephone, we may collect your name, contact details and information required to manage your enquiry or booking.

Email enquiries and bookings

When you contact us by email, we retain relevant correspondence and contact information to respond to your enquiry, provide booking information and manage your reservation.

Booking management system

Guest booking information is recorded and stored within our booking management system, Prophet Systems.

This includes a guest database which allows us to manage reservations, maintain booking histories and recognise returning guests when they make future enquiries or bookings.

Website

Our website does not currently provide an online booking facility for caravan park reservations. We therefore do not collect caravan park booking details through an online booking checkout.

However, technical information may be collected when you visit our website, including through cookies and similar technologies.

5. How we use your personal information

We use personal information for the following purposes:

- Responding to enquiries and providing information about the park.
- Processing and managing bookings.
- Sending booking confirmations, terms and conditions and payment confirmations.
- Processing and recording payments.
- Maintaining guest records and recognising returning customers.
- Communicating with guests about their forthcoming or previous stays.
- Managing customer service enquiries and resolving any issues.
- Meeting legal, accounting and regulatory requirements.
- Improving our website and the services we provide.

We process personal information where we have an appropriate lawful basis, which may include:

- **Contract:** Where information is needed to manage or fulfil your booking.
- **Legal obligation:** Where we need to retain or provide information to meet legal requirements.
- **Legitimate interests:** Where processing is necessary for reasonable business purposes, provided these interests do not override your rights and freedoms.
- **Consent:** Where you have given permission for a particular use of your information, such as certain marketing communications or non-essential cookies.

6. Payments

We accept payments by:

- Debit and credit card payments taken over the telephone through Barclaycard.
- Bank transfer (BACS).

Card payments are processed through Barclaycard.

Overbrook Caravan Park does not store or retain guests' full debit or credit card details.

We retain appropriate payment records, such as transaction references, payment amounts and dates, for booking administration, accounting and legal purposes.

We do not use payment information for marketing purposes.

7. Marketing and promotional emails

From time to time, Overbrook Caravan Park may send occasional promotional emails to guests. These may include:

- Late availability and cancellation opportunities.
- Seasonal opening dates.
- Special offers and promotions.
- General news and updates about the park.

We use CloudHQ for the distribution of some of these email communications.

We will only send promotional emails where we have an appropriate legal basis to do so, in accordance with applicable data protection and electronic marketing legislation.

Where we rely on consent, you can withdraw your consent at any time.

Where we rely on the existing-customer exemption (also known as the soft opt-in), we will only do so where all the relevant legal conditions have been met, including providing an opportunity to opt out when your contact details are collected.

Marketing communications are separate from essential booking-related emails, such as booking confirmations, payment information and other communications necessary to administer your reservation.

Every promotional email includes an unsubscribe link at the bottom. You can also contact us directly if you no longer wish to receive marketing communications.

Choosing not to receive marketing emails will not affect your ability to enquire about or book a stay at Overbrook Caravan Park.

8. Sharing your personal information

We do not sell, rent or trade your personal information to third parties.

However, we may share relevant information with trusted service providers where necessary to operate our business and provide our services.

These may include:

- **Prophet Systems:** Our booking management system, which stores and manages guest booking information.
- **Barclaycard:** For processing telephone card payments.
- **CloudHQ:** For distributing promotional emails.
- **Website hosting and technology providers:** For operating and maintaining our website.
- **Professional advisers and accountants:** Where necessary for business administration and legal obligations.
- **Relevant authorities:** Where we are legally required to provide information.

Where third parties process personal information on our behalf, we take appropriate steps to ensure that the information is handled securely and in accordance with applicable data protection requirements.

9. How we store and protect your information

We take reasonable and appropriate steps to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Guest booking information is held within our Prophet Systems booking management system and is accessible only to authorised individuals who require it for business purposes.

Email correspondence and other business records are retained using appropriate business systems.

We take reasonable precautions to ensure that personal information is stored securely and accessed only where necessary.

10. How long we keep your information

We retain guest information within our booking management system to help us manage booking histories, assist returning guests and maintain appropriate business records.

We recognise the importance of not retaining personal information for longer than is necessary.

We will periodically review the information held and consider whether it is still required for booking administration, maintaining customer relationships, legal obligations or other legitimate business purposes.

Where information is no longer required, we will take appropriate steps to securely delete or anonymise it.

Financial and payment records may be retained for the periods required by accounting and taxation legislation.

11. Cookies and website information

Our website uses cookies and similar technologies to help it function correctly and to improve the experience of visitors.

Cookies are small files stored on your computer, tablet or mobile device when you visit a website.

Depending on the website features and services in use, cookies may be used for purposes such as:

- Ensuring the website operates correctly.
- Remembering website preferences.
- Understanding how visitors use our website.
- Monitoring website performance and improving its content.
- Supporting third-party website features.

Some cookies are essential for the operation and security of the website. Other cookies, such as analytics or advertising cookies, are not essential and require your consent before they are placed on your device.

Where consent is required, we will provide a suitable mechanism for visitors to accept or reject non-essential cookies and manage their preferences.

You can also manage or delete cookies through your internet browser settings. Please be aware that disabling certain cookies may affect how some websites function.

12. Your rights

Under UK data protection legislation, you have a number of rights regarding your personal information.

Depending on the circumstances, these include:

- **Right of access:** You can ask us for a copy of the personal information we hold about you.
- **Right to rectification:** You can ask us to correct inaccurate or incomplete information.
- **Right to erasure:** You can request that we delete personal information where there is no longer a lawful reason for us to retain it.
- **Right to restrict processing:** You can ask us to restrict how we use your information in certain circumstances.
- **Right to data portability:** You may request a copy of certain personal information in a commonly used electronic format.
- **Right to object:** You can object to certain uses of your personal information, including direct marketing.
- **Right to withdraw consent:** Where we rely on your consent, you can withdraw it at any time.

To exercise any of these rights, please contact us using the details provided in Section 2.

We will respond to requests in accordance with applicable data protection legislation.

13. Complaints

If you have any concerns about how we use your personal information, we would encourage you to contact us in the first instance so that we can try to resolve the matter.

You also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Website: www.ico.org.uk
Telephone: 0303 123 1113

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, website functionality or legal requirements.

Any updated version will be published on our website, with the revised date shown at the top of the policy.

15. Contact us

If you have any questions about this Privacy Policy, the information we hold about you or how your personal information is used, please contact:

Overbrook Caravan Park

Maltongate, Thornton Dale, North Yorkshire, YO18 7SE

Telephone: 01751 474417

Email: enquiry@overbrookcaravanpark.co.uk

Website: www.overbrookcaravanpark.co.uk