Privacy Policy

VanMat Camper Hire Limited are committed to ensuring that your privacy is protected. This Privacy Policy describes how your personal information is collected and used when you make a booking at www.vanmat_camper_hire.co.uk

We will only use the information that we collect about you lawfully in accordance with the General Data Protection Regulation (GDPR). We collect information about you for two reasons: firstly, to process your order and secondly to provide you with the best service possible.

The information we collect

When you register or place an order on vanmat_camper_hire.co.uk, contact us by telephone, when you engage with us via email and social media, and when you review a product on our website.

If you register or place an order with VanMat Camper Hire we collect your name, address, email address, contact telephone number, licence details and any other details as required by our Terms & Conditions. We also collect details of your interactions with us when you contact our customer service team. Information is gathered by use of cookies in your web browser and your social media account name, if you interact with us through those channels.

Whenever we collect or process your personal data, we will only keep it for as long as is necessary, and for the purpose for which it was collected.

How and why we use the information

We collect information about you to process your order, manage your account, respond to queries and returns. With your consent, we may use your data to send you a catalogue, email you about other products, services and updates we think may be of interest to you.

Your consent, changing or deletion of data

Whenever you have given us consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

As a registered user you can review, update, amend or delete your personal data by logging in to the "My Account" section of the website. Or you can contact us at sales@vanmat_camper_hire.co.uk

You can unsubscribe from our email newsletters at any time by clicking the unsubscribe link at the bottom of any emails we send you. You can also unsubscribe or change your preferences through the "My Account" section of the website.

How we protect your information

We safeguard your information with the use of technologies and software standards to safeguard your data, and keep strict security standards to prevent any unauthorised access to it. Our payments provider is PCI-DSS compliant, which means that our checkout and card handling processes are approved as being safe and secure. Access to your personal data is password protected.

Third party providers

We do not sell or share your personal information for marketing purposes with other companies.

We will share your name and billing address with our payment providers to ensure they can process and authorise your transactions.

We will not disclose your personal information to any other third party or organisations unless you give explicit permission, or there is a legal obligation to do so.

Google Analytics

We make use of a tool from Google called Google Analytics which tells us about the way people are using the vanmat_camper_hire.co.uk website and to help us accurately estimate the number of people visiting. It uses cookies to detect that someone has been to the site before, so that we can see how often people return to the site, how long they stay, and where on the website they tend to go. We use this to try to work out what kind of experience they're having on the site, so we can make improvements and decisions on the type of content we create and how we structure the site.

More information on Google's privacy policy and how they use information

Cookies

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another. The Help menu in most browsers will tell you how to disable cookies altogether. However, please note that if you choose to disable cookies on vanmat_camper_hire.co.uk some of the features may not function as a result.

Please read our full Cookie Policy for further information.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 05 March 2024.