# Freebird Campers Privacy Policy

November 2026

This policy explains how we use your personal information when you visit our website, contact us, book online or directly with us, or hire a campervan. It also applies if you are named as an additional driver or join our mailing list.

## Who we are

Freebird Campers is operated by Graham Macken, the data controller for your personal information. You can contact us at West Ashridge, Bideford, Devon EX39 5HX or email info@freebirdcampers.co.uk.

## What information we collect

**Enquiries and bookings.** We collect your name, contact details, billing or postal address where needed, hire dates, the campervan and extras you choose, and any messages you send us. We may receive details from you, from the lead hirer for your booking or, if you book through a third-party platform, from that platform.

**Driver and hire records.** For each proposed driver, we may collect their name, address, date of birth, driving licence details, copies of identification and proof of address, and a DVLA check code and the results of the licence check. We may also collect relevant details about driving endorsements, accidents and insurance claims where needed to check eligibility or deal with an incident. Please share this policy with any additional driver whose details you give us.

**Payments and website use.** We keep records of amounts, payment status, refunds and transaction references where relevant. When you use our site or the online booking pages, technical information such as your IP address, browser and device details may be collected for operation and security.

## How and why we use your information

**Booking and hire.** We use your details to answer booking enquiries, arrange and manage your hire, process payments and deposits, and send confirmations, payment reminders, driver check requests and collection instructions. We do this to take steps you request before entering into a contract or to fulfil our contract with you.

**Driver checks and business operations.** We rely on our legitimate interests where necessary to verify additional drivers, meet our insurer’s requirements, protect our vehicles and systems, prevent fraud, and manage incidents, complaints and claims. Where driver checks involve criminal offence data, such as certain motoring convictions, we also need a separate condition under UK data protection law

**Legal obligations.** We use information where needed to keep tax and accounting records and to comply with lawful requests.

**News and offers.** If you sign up for our updates, we use your consent to send them through Mailchimp. You can unsubscribe using the link in any marketing email or by contacting us. We may keep a record of your opt-out so we can respect it.

If you choose to book or drive, we need certain information to confirm the hire and check eligibility. Without it, we may be unable to complete your booking or authorise you to drive. Signing up for news and offers is optional.

## Who receives your information

Anytime Booking (Negys Limited) provides our online booking pages and booking management system. It processes booking information on our behalf, including for bookings we enter ourselves and messages sent through the system. See the Anytime Booking privacy policy.

We take the booking deposit through PayPal at the time of booking. PayPal handles your payment details under its own privacy statement. We receive information such as the amount, payment status and transaction reference to reconcile payments and refunds. The remaining hire balance and the separate security deposit are paid by bank transfer (BACS). We may see the payer name and payment reference for those transfers.

We may also share information with providers who help us run our website, store documents and send emails, and with our accountant, insurers or claims handlers where needed. If you ask us to arrange a partner membership or benefit, we share the contact details needed to set it up. Where required, we may share information with public authorities.

## Vehicle tracking

Our campervans record GPS location data during hire. We use this data when needed to meet motor insurance requirements, protect our vehicles and investigate incidents such as suspected traffic offences, unpaid tolls or vehicle damage. We rely on our legitimate interests for these purposes. [Confirm who can access the tracking data and who it may be shared with.]

## International transfers

We use Mailchimp for newsletters and Dropbox for driver document uploads. Mailchimp processes newsletter data in the United States, and Dropbox may process uploaded files outside the UK, including in the United States. Both providers participate in the UK–US Data Bridge for eligible transfers. See the Mailchimp data transfer information and the Dropbox privacy policy for details, or email info@freebirdcampers.co.uk to ask about applicable safeguards.

## How long we keep your information

We limit access to personal information to people and providers who need it for their work. We keep enquiry details for as long as needed to reply and follow up. Our usual retention periods are set out below.

**Financial and tax records.** We keep invoices, booking receipts and payment records for six years after the end of the relevant tax or accounting year, or longer if required by applicable tax rules.

**Rental agreements and driver checks.** We keep signed agreements and hire history for six years after the hire agreement ends to meet insurance requirements and deal with potential claims. This also applies to driver verification records, such as driving licence copies, DVLA check codes and proof of address, where keeping those records is necessary for those purposes.

**Accidents and insurance claims.** We keep relevant driver and vehicle records for six years after the claim or dispute is fully resolved.

**Vehicle tracking.** GPS location data is automatically deleted 90 days after it is recorded unless it is needed for a traffic offence, unpaid toll or vehicle damage investigation. We keep the relevant data for as long as needed to deal with that matter.

**Marketing.** We keep your contact details on our active mailing list until you unsubscribe, withdraw consent or your account has been inactive for more than two years. We may keep a limited record of an opt-out so we can respect it.

When we no longer need personal information, we securely delete it or permanently anonymise it.

## Your rights and how to complain

Depending on the circumstances, you can ask us for a copy of your information, ask us to correct or delete it, restrict how we use it, or ask for it to be transferred. You can object to processing based on legitimate interests and object to direct marketing at any time. Where we rely on consent, you can withdraw it at any time. This does not affect our use of your information before you withdrew it.

To exercise your rights or make a privacy complaint, email info@freebirdcampers.co.uk. We will acknowledge a complaint within 30 days, investigate it and tell you the outcome without undue delay. You also have the right to complain to the Information Commissioner's Office.

We will publish any updates to this policy on our website.