



# Privacy Policy

**Last updated: June 2026**

## Who We Are

Tranquil Parks Limited (“Tranquil Parks”, “we”, “us” or “our”) is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how we collect, use and protect your personal data when you visit our website, enter one of our giveaways or competitions, subscribe to our marketing communications, or otherwise contact us.

## Information We Collect

We only collect personal information that is necessary for the purposes described in this policy.

This may include:

- Your name
- Your email address
- Your phone number

We may collect this information when you:

- Enter a giveaway, competition or prize draw
- Subscribe to receive news, offers and updates from us
- Contact us via our website, email or social media
- Update your contact preferences

We do not intentionally collect sensitive personal information, financial information, dates of birth or other special category data.

## How We Use Your Information

We use your personal information to:

- Administer giveaways, competitions and prize draws
- Contact winners and arrange prize fulfilment
- Send newsletters, news, offers and updates where you have chosen to receive them
- Respond to enquiries and requests
- Maintain our records and improve our services

## Our Legal Basis for Processing

Under UK data protection law, we rely on the following lawful bases:

### Consent

We rely on your consent when sending marketing emails, newsletters and promotional communications.

You can withdraw your consent at any time by clicking the unsubscribe link in our emails or by contacting us.

### Legitimate Interests

We process personal information where necessary to administer competitions, contact winners, respond to enquiries and maintain records of our activities.

## Marketing Communications

If you choose to receive marketing communications from us, we may send you:

- News from Tranquil Parks
- Information about member parks
- Offers, promotions and competitions
- Relevant holiday and touring information

Entering a giveaway or competition does not automatically subscribe you to our marketing communications unless you actively choose to opt in.

You can unsubscribe from marketing communications at any time.

## Data Retention

We retain personal information only for as long as necessary.

## Giveaway and Competition Entrants

If you enter a giveaway or competition and do not opt in to marketing communications, your personal information will normally be deleted once the promotion has been completed and any prizes have been awarded.

If you are selected as a potential winner, we may share your name and contact details with the member park providing the prize before the prize is awarded. This allows the park to verify eligibility, identify any previous breaches of park rules or booking conditions, and confirm that the prize can be fulfilled.

## Winners

Where you win a prize, we may retain limited information relating to the promotion for record-keeping purposes.

## Marketing Subscribers

If you have subscribed to receive marketing communications, we will retain your information until you unsubscribe or ask us to delete it.

## Sharing Your Information

We do not sell your personal information.

We do not share personal information with third parties for their own marketing purposes.

We may share information with trusted service providers who help us operate our website, email communications and marketing systems. These providers may only process information on our behalf and under our instructions.

We may also disclose information where required by law.

## International Transfers

Some of our service providers may process personal information outside the United Kingdom.

Where this occurs, we will ensure that appropriate safeguards are in place to protect your personal information in accordance with UK data protection law.

## Data Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse or disclosure.

However, no method of transmission over the internet can be guaranteed to be completely secure.

## Your Rights

Under UK data protection law, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information in certain circumstances
- Restrict or object to certain processing activities
- Withdraw consent where processing is based on consent
- Request a copy of your personal information
- Lodge a complaint with the Information Commissioner's Office (ICO)

## Cookies

Our website may use cookies and similar technologies to improve your browsing experience and help us understand how visitors use our website.

Further information can be found in our Cookie Policy.

## Links to Other Websites

Our website may contain links to third-party websites, including websites operated by Tranquil Parks member parks.

We are not responsible for the privacy practices or content of those websites and encourage you to review their privacy policies before providing personal information.

## Contact Us

If you have any questions about this Privacy Policy or wish to exercise any of your rights, please contact us:

### **Tranquil Parks Limited**

Email: [marketing@tranquilparks.co.uk](mailto:marketing@tranquilparks.co.uk)

We will respond to requests as soon as reasonably possible and normally within one month.

## Complaints

If you are unhappy with how we handle your personal information, you have the right to complain to the Information Commissioner's Office (ICO).

## Changes to This Policy

We may update this Privacy Policy from time to time.

Any changes will be published on this page and will take effect immediately upon posting.