
PRIVACY POLICY

BACKGROUND:

This Policy applies as between you, the User of this Website and CamperJunkie the owner and provider of this Website. This Policy applies to our use of any and all Data collected by us in relation to your use of the Website.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“Data”	means collectively all information that you submit to the CamperJunkie via the Website. This definition shall, where applicable, incorporate the definitions provided in the Data Protection Act 1998;
“Cookie”	means a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in Clause 12;
“CamperJunkie”	means CamperJunkie of CamperJunkie, Unit 12, The Sidings, Station Road, Guiseley, Leeds, LS20 8BX;
“UK and EU Cookie Law”	means the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;
“User”	means any third party that accesses the Website and is not employed by CamperJunkie and acting in the course of their employment; and
“Website”	means the website that you are currently using (https://camperjunkie.com/) and any sub-domains of this site (e.g. subdomain.https://camperjunkie.com/) unless expressly excluded by their own terms and conditions.

2. Scope of this Policy

This Policy applies only to the actions of CamperJunkie and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.

3. Data Collected

Without limitation, any of the following Data may be collected by this Website from time to time:

3.1 [name;]

3.2 [date of birth;]

- 3.3 [gender;]
- 3.4 [job title;]
- 3.5 [profession;]
- 3.6 [contact information such as email addresses and telephone numbers;]
- 3.7 [demographic information such as post code, preferences and interests;]
- 3.8 [financial information such as credit / debit card numbers;]
- 3.9 [IP address (automatically collected);]
- 3.10 [web browser type and version (automatically collected);]
- 3.11 [operating system (automatically collected);]
- 3.12 [a list of URLs starting with a referring site, your activity on this Website, and the site you exit to (automatically collected);]

4. **Our Use of Data**

- 4.1 Any personal Data you submit will be retained by CamperJunkie for 12 months.
- 4.2 Unless we are obliged or permitted by law to do so, and subject to Clause 5, your Data will not be disclosed to third parties. This [includes] **OR** [does not include] our affiliates and / or other companies within our group.
- 4.3 All personal Data is stored securely in accordance with the principles of the Data Protection Act 1998. For more details on security see Clause 11 below.
- 4.4 Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
 - 4.4.1 [internal record keeping;]
 - 4.4.2 [improvement of our products / services;]
 - 4.4.3 [transmission by email of promotional materials that may be of interest to you;]
 - 4.4.4 [contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the Website.]

5. **Third Party Websites and Services**

- 5.1 CamperJunkie may, from time to time, employ the services of other parties for dealing with matters that may include, but are not limited to, payment processing, delivery of purchased items, search engine facilities, advertising and marketing. The providers of such services [do not] have access to certain personal Data provided by Users of this Website.
- 5.2 [Any Data used by such parties is used only to the extent required by them to perform the services that CamperJunkie requests. Any use for other purposes is strictly prohibited. Furthermore, any Data that is processed by third parties shall be processed within the terms of this Policy and in accordance with the Data Protection Act 1998.]

6. **Links to Other Websites**

This Website may, from time to time, provide links to other websites. CamperJunkie has no control over such websites and is in no way responsible for the content thereof. This Policy does not extend to your use of such websites. Users are advised to read the privacy policy or statement of other websites prior to using them.

7. **Changes of Business Ownership and Control**

7.1 CamperJunkie may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of CamperJunkie. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Policy, be permitted to use the Data for the purposes for which it was originally supplied to us.

7.2 In the event that any Data submitted by Users is to be transferred in such a manner, you will [not] be contacted in advance and informed of the changes. [When contacted you [not] be given the choice to have your Data deleted or withheld from the new owner or controller.]

8. **Controlling Use of Your Data**

8.1 Wherever you are required to submit Data, you will be given options to restrict our use of that Data. This may include the following:

8.1.1 use of Data for direct marketing purposes; and

8.1.2 sharing Data with third parties.

9. **Your Right to Withhold Information**

9.1 You may access [certain areas of] the Website without providing any Data at all. [However, to use all features and functions available on the Website you may be required to submit certain Data.]

9.2 You may restrict your internet browser's use of Cookies. For more information see Clause 12.

10. **Accessing your own Data**

You have the right to ask for a copy of any of your personal Data held by CamperJunkie (where such data is held) on payment of a small fee which will not exceed £10.00.

11. **Security**

11.1 Data security is of great importance to CamperJunkie and to protect your Data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure Data collected via this Website.

11.2 [Specifically we use the following systems:

11.2.1 Encryption (where possible).

11.2.2 Access controls within the organisation limit who may access information.]

12. Cookies

- 12.1 This Website may place and access certain first party Cookies on your computer. First party cookies are those placed directly by CamperJunkie via this Website and are used only by CamperJunkie. CamperJunkie uses Cookies to improve your experience of using the Website and to improve our range of **[products] AND/OR [services]**. CamperJunkie has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.
- 12.1.1 Sendinblue provides solutions relating to marketing and/or transactional email and/or SMS, through its sending platform, marketed via the Site. The “Services” provided by Sendinblue are the features made available to Users via the Site such as sending SMSs and emails, providing reports or optimising the deliverability of messages sent (the complete list of features is available at the following address: <https://sendinblue.com/features/>). To learn more about Sendinblue's approach to privacy, visit <https://www.sendinblue.com/legal/termsfuse/>
- 12.1.2 We use HubSpot Live Chat on our site. These services allows users (typically small to medium size businesses) to create and share marketing, sales and customer service content. The Subscription Service can also be used to help organize sales data about a company's sales pipeline (e.g., leads, customers, deals, etc.). The information added to the Subscription Service, either by site visitors providing their contact information or when a Subscription Service user adds the information, is stored and managed on our service providers' servers. HubSpot provides the Subscription Service to our customers for their own marketing, sales, CRM, and customer service needs. To learn more about HubSpot's approach to privacy, visit <https://legal.hubspot.com/product-privacy-policy>
- 12.2 By using this Website you may receive certain third party Cookies on your computer. Third party cookies are those placed by websites and/or parties other than CamperJunkie. Third party cookies are used on this Website for advertising and customer support services are detailed in full below. These cookies are not integral to the services provided by the Website.
- 12.3 All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.
- 12.4 Before **[any] Cookies** are placed on your computer**[, subject to sub-Clause 12.5] AND/OR [sub-Clause 12.8]**, you will be presented with pop-up message requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling CamperJunkie to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended. **[You will be given the opportunity to allow only first party Cookies and block third party Cookies.]**
- 12.5 **[Certain features of the Website depend upon Cookies to function. UK and EU Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown below. Your consent will not be sought to place these Cookies. You may still block these cookies by changing your internet browser's settings as detailed below.]**
- 12.6 The following first party Cookies may be placed on your computer:

Name of Cookie	Purpose	Strictly Necessary
Strictly necessary cookies	These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website or use an interactive part of the website.	Yes
Analytical/performance cookies	They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.	No
Functionality cookies	These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).	No
Targeting cookies	These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.	No

and the following third party Cookies may be placed on your computer:

Name of Cookie	Provider	Purpose
__hs_opt_out	HubSpot	<p>This cookie is used by the opt-in privacy policy to remember not to ask the visitor to accept cookies again.</p> <p>This cookie is set when you give visitors the choice to opt out of cookies.</p> <p>It contains the string "yes" or "no".</p> <p>It expires in 13 months.</p>
__hs_do_not_track	HubSpot	<p>This cookie can be set to prevent the tracking code from sending any information to HubSpot.</p> <p>Setting this cookie is different from opting out of cookies, as it still allows anonymized information to be sent to HubSpot.</p> <p>It contains the string "yes".</p> <p>It expires in 13 months.</p>
__hs_initial_opt_in	HubSpot	<p>This cookie is used to prevent the banner from always displaying when visitors are browsing in strict mode.</p> <p>It contains the string "yes" or "no".</p> <p>It expires in seven days.</p>
hs_ab_test	HubSpot	<p>This cookie is used to consistently serve visitors the same version of an A/B test page they've seen before.</p> <p>It contains the id of the A/B test page and the id of the variation that was chosen for the visitor.</p> <p>It expires at the end of the session.</p>

<id>_key	HubSpot	<p>When visiting a password-protected page, this cookie is set so future visits to the page from the same browser do not require login again.</p> <p>The cookie name is unique for each password-protected page.</p> <p>It contains an encrypted version of the password so future visits to the page will not require the password again.</p> <p>It expires in 14 days.</p>
hs-messages-is-open	HubSpot	<p>This cookie is used to determine and save whether the chat widget is open for future visits.</p> <p>It is set in your visitor's browser when they start a new chat, and resets to re-close the widget after 30 minutes of inactivity.</p> <p>It contains a boolean value of True if present.</p> <p>It expires in 30 minutes.</p>
hs-messages-hide-welcome-message	HubSpot	<p>This cookie is used to prevent the chat widget welcome message from appearing again for one day after it is dismissed.</p> <p>It contains a boolean value of True or False.</p> <p>It expires in one day.</p>
__hsmem	HubSpot	<p>This cookie is set when visitors log in to a HubSpot-hosted site.</p> <p>It contains encrypted data that identifies the membership user when they are currently logged in.</p> <p>It expires in one year.</p>

hs-membership-csrf	HubSpot	<p>This cookie is used to ensure that content membership logins cannot be forged.</p> <p>It contains a random string of letters and numbers used to verify that a membership login is authentic.</p> <p>It expires at the end of the session.</p>
hs_langswitcher_choice	HubSpot	<p>This cookie is used to save the visitor's selected language choice when viewing pages in multiple languages.</p> <p>It gets set when an end user selects a language from the language switcher and is used as a language preference to redirect them to sites in their chosen language in the future, if they are available.</p> <p>It contains a colon delimited string with the ISO639 language code choice on the left and the top level private domain it applies to on the right. An example will be "EN-US:hubspot.com".</p> <p>It expires in two years.</p>
__cfduid	Cloudflare	<p>This cookie is set by HubSpot's CDN provider, Cloudflare. It helps Cloudflare detect malicious visitors to your website and minimizes blocking legitimate users.</p> <p>It may be placed on your visitors' devices to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It is necessary for supporting Cloudflare's security features.</p> <p>Learn more about this cookie from Cloudflare.</p> <p>It is a session cookie that lasts a maximum of 30 days.</p>

__cfuid	Cloudflare	This cookie is set by HubSpot's CDN provider because of their rate limiting policies. Learn more about Cloudflare cookies. It expires at the end of the session.
__hstc	HubSpot	<p>The main cookie for tracking visitors.</p> <p>It contains the domain, utk, initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session).</p> <p>It expires in 13 months.</p>
hubspotutk	HubSpot	<p>This cookie keeps track of a visitor's identity. It is passed to HubSpot on form submission and used when deduplicating contacts.</p> <p>It contains an opaque GUID to represent the current visitor.</p> <p>It expires in 13 months.</p>
__hssc	HubSpot	<p>This cookie keeps track of sessions.</p> <p>This is used to determine if HubSpot should increment the session number and timestamps in the __hstc cookie.</p> <p>It contains the domain, viewCount (increments each pageView in a session), and session start timestamp.</p> <p>It expires in 30 minutes.</p>
__hssrc	HubSpot	<p>Whenever HubSpot changes the session cookie, this cookie is also set to determine if the visitor has restarted their browser.</p> <p>If this cookie does not exist when HubSpot manages cookies, it is considered a new session.</p> <p>It contains the value "1" when present.</p> <p>It expires at the end of the session.</p>

<p>messagesUtk</p>	<p>HubSpot</p>	<p>This cookie is used to recognize visitors who chat with you via the chatflows tool. If the visitor leaves your site before they're added as a contact, they will have this cookie associated with their browser.</p> <p>If you chat with a visitor who later returns to your site in the same cookie browser, the chatflows tool will load their conversation history. The cookie is controlled by the Consent to collect chat cookies setting in your chatflow.</p> <p>If this setting is disabled, the cookie is controlled by the Consent to process setting in your chatflow.</p> <p>It contains an opaque GUID to represent the current chat user.</p> <p>It expires in 13 months.</p>
<p>_gcl_au _fbp __smVID itr_history_visited_count itr_history_visited_previous</p>	<p>Sendinblue CRM</p>	<p>These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites.</p> <p>They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.</p>

<p> _gauges_unique_hour _gid _ga _gat_UA-nnnnnnnn-nn __utmc __utmt __utma _hjid __utmv _gauges_unique_day __utmb sib_cuid _gat _gauges_unique_year __utmz _gauges_unique _vwo_uid_v2 _gauges_cookie __ssid _jsuid </p>	<p>Sendinblue CRM</p>	<p>These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site.</p> <p>All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.</p>
<p> nQ_cookieId _zendesk_authenticated _help_center_session _zendesk_shared_session nQ_visitId __smToken enterprise intercom-session-f8xnxnsj fs_uid intercom-id-f8xnxnsj </p>	<p>Sendinblue CRM</p>	<p>These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages.</p> <p>If you do not allow these cookies then some or all of these services may not function properly.</p>

<p>OptanonAlertBoxClosed tmp_l_lang __cfduid ACCOUNTSESSID OptanonConsent PHPSESSID country __cfuid set_currency</p>	<p>Sendinblue CRM</p>	<p>These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms.</p> <p>You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.</p>
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12.7 This Website uses analytics services provided by Google Analytics and Hotjar. Website analytics refers to a set of tools used to collect and analyse usage statistics, enabling us to better understand how Users use the Website. This, in turn, enables us to improve the Website and the [products] **AND/OR** [services] offered through it. You do not have to allow us to use these Cookies, as detailed below, however whilst our use of them does not pose any risk to your privacy or your safe use of the Website, it does enable us to continually improve our business.

12.7.1 We use Google Analytics and cookies to analyse our site's performance. These services help us track approximate location, browser information, device information and language used. Those metrics are solely used to provide an overview of how people interact with <https://camperjunkie.com>. We do not profile customers based on any of the above listed information. Further information and Google's applicable privacy regulations can be found at <https://policies.google.com/privacy?hl=en> and <https://marketingplatform.google.com/about/> The following link provides a further explanation of Google Analytics <https://marketingplatform.google.com/about/>.

12.7.2 Hotjar is behaviour analytics software. It is used by website owners to gain a better understanding of how users interact with their website and to identify issues that their users are running into when browsing their website. Hotjar provides website owners with tools such as Heatmaps, Recordings, and Polls that help them to gain insight into their users' experience on their website. This insight is used by website owners to make changes that improve the overall experience for their users. To learn more about Hotjar's approach to privacy, take a look at <https://help.hotjar.com/hc/en-us/articles/360045420794-Privacy-FAQs>

12.8 The analytics services used by this Website use Cookies to gather the required information. [Certain of these Cookies may be placed immediately when you decide to visit the Website and it may not be possible to obtain your prior consent. You may remove these Cookies and prevent future use of them by following the steps set out below.]

12.9 The analytics services used by this Website use the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
__utma Cookie	First	Google	<p><<insert description>></p> <p>A persistent cookie – remains on a computer, unless it expires or the cookie cache is cleared. It tracks visitors. Metrics associated with the Google __utma cookie include: first visit (unique visit), last visit (returning visit). This also includes Days and Visits to purchase calculations which afford ecommerce websites with data intelligence around purchasing sales funnels.</p>
__utmb Cookie & __utmc Cookie	First	Google	<p><<insert description>></p> <p>These cookies work in tandem to calculate visit length. Google __utmb cookie demarks the exact arrival time, then Google __utmc registers the precise exit time of the user.</p> <p>Because __utmb counts entrance visits, it is a session cookie, and expires at the end of the session, e.g. when the user leaves the page. A timestamp of 30 minutes must pass before Google cookie __utmc expires. Given __utmc cannot tell if a browser or website session ends. Therefore, if no new page view is recorded in 30 minutes the cookie is expired.</p> <p>This is a standard 'grace period' in web analytics. Ominture and WebTrends among many others follow the same procedure.</p>

__utmz Cookie	First	Google	<p><<insert description>></p> <p>Cookie __utmz monitors the HTTP Referrer and notes where a visitor arrived from, with the referrer siloed into type (Search engine (organic or cpc), direct, social and unaccounted). From the HTTP Referrer the __utmz Cookie also registers, what keyword generated the visit plus geolocation data.</p> <p>This cookie lasts six months. In tracking terms this Cookie is perhaps the most important as it will tell you about your traffic and help with conversion information such as what source / medium / keyword to attribute for a Goal Conversion.</p>
__utmv Cookie	First	Google	<p><<insert description>></p> <p>Google __utmv Cookie lasts “forever”. It is a persistent cookie. It is used for segmentation, data experimentation and the __utmv works hand in hand with the __utmz cookie to improve cookie targeting capabilities.</p>
_hjClosedSurveyInvites	First	Hotjar	<p>Hotjar cookie. This cookie is set once a visitor interacts with a Survey invitation modal popup. It is used to ensure that the same invite does not re-appear if it has already been shown.</p>
_hjDonePolls	First	Hotjar	<p>Hotjar cookie. This cookie is set once a visitor completes a poll using the Feedback Poll widget. It is used to ensure that the same poll does not re-appear if it has already been filled in.</p>

_hjMinimizedPolls	First	Hotjar	Hotjar cookie. This cookie is set once a visitor minimizes a Feedback Poll widget. It is used to ensure that the widget stays minimized when the visitor navigates through your site.
_hjDoneTestersWidgets	First	Hotjar	Hotjar cookie. This cookie is set once a visitor submits their information in the Recruit User Testers widget. It is used to ensure that the same form does not re-appear if it has already been filled in.
_hjIncludedInSample	First	Hotjar	Hotjar cookie. This session cookie is set to let Hotjar know whether that visitor is included in the sample which is used to generate funnels.
_hjShownFeedbackMessage	First	Hotjar	This cookie is set when a visitor minimizes or completes Incoming Feedback. This is done so that the Incoming Feedback will load as minimized immediately if they navigate to another page where it is set to show.
_hjid	First	Hotjar	Hotjar cookie. This cookie is set when the customer first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.

_hjRecordingLastActivity	First	Hotjar	This should be found in sessionStorage (as opposed to cookies). This gets updated when a visitor recording starts and when data is sent through the WebSocket (the visitor performs an action that Hotjar records).
hjTLDDTest	first	Hotjar	When the Hotjar script executes we try to determine the most generic cookie path we should use, instead of the page hostname. This is done so that cookies can be shared across subdomains (where applicable). To determine this, we try to store the _hjTLDDTest cookie for different URL substring alternatives until it fails. After this check, the cookie is removed.
_hjUserAttributesHash	First	Hotjar	User Attributes sent through the Hotjar Identify API are cached for the duration of the session in order to know when an attribute has changed and needs to be updated.
_hjCachedUserAttributes	First	Hotjar	This cookie stores User Attributes which are sent through the Hotjar Identify API, whenever the user is not in the sample. These attributes will only be saved if the user interacts with a Hotjar Feedback tool.
_hjLocalStorageTest	First	Hotjar	This cookie is used to check if the Hotjar Tracking Script can use local storage. If it can, a value of 1 is set in this cookie. The data stored in _hjLocalStorageTest has no expiration time, but it is deleted immediately after creating it so the expected storage time is under 100ms.

_hjptid	First	Hotjar	This cookie is set for logged in users of Hotjar, who have Admin Team Member permissions. It is used during pricing experiments to show the Admin consistent pricing across the site.
_hjAbsoluteSessionInProgress	First	Hotjar	The cookie is set so Hotjar can track the beginning of the user's journey for a total session count. It does not contain any identifiable information.

12.10 You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.

12.11 You can choose to delete Cookies at any time however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.

12.12 It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

13. **Marketing**

As a part of our marketing efforts, in compliance with the General Data Protection Regulation (GDPR), you can choose opt-in/out of SMS and Email marketing campaigns by choosing the method(s) you would prefer to be contacted.

14. **Changes to this Policy**

CamperJunkie reserves the right to change this Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the Policy on your first use of the Website following the alterations.