



Crown & Canopy Glamping Club Privacy Policy

Last updated: 05.10.2026

Crown & Canopy Ltd ("C&C"), a company registered in England and Wales under company number 13384054, acts as the operator of Crown & Canopy Glamping Club (the "Club").

This Privacy Policy explains how C&C, acting as the operator of the Club, collects, uses, stores and shares personal information in connection with Club membership, Certified Sites and bookings made under the Crown & Canopy Glamping Club Paragraph 5 Certificate.

This Privacy Policy has been prepared to comply with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended or replaced from time to time.

For the purposes of this Privacy Policy:

- "C&C" means Crown & Canopy Ltd;
- "Club" means Crown & Canopy Glamping Club;
- "Operator" means the landowner or person responsible for the management and operation of a Certified Site;
- "Site" means land certified under the Paragraph 5 exemption framework;
- "Certificate" means the exemption certificate issued by the Club;
- "Guest" means the individuals participating in the stay at the Site; and
- "Lead booker" means the person who makes the booking and whose information is provided to C&C as part of the Club's reporting arrangements.

C&C is responsible for determining how and why the Club uses personal information for the purposes described in this Privacy Policy.

1. Who we are and how to contact us

Crown & Canopy Ltd
Acting as operator of Crown & Canopy Glamping Club
Company number: 13384054
Registered Address: Merchants House, Wapping Rd, Bristol BS1 4RW

For questions about this Privacy Policy or how C&C handles personal information on behalf of the Club, please contact:

Email: club@crownandcanopy.co.uk
Telephone Number: 0117 204 7830

2. What personal information we collect

We collect information that is reasonably necessary to operate and administer the Club, support Certified Sites and maintain appropriate records in connection with the Certificate. Depending on how you interact with the Club, this may include:



- full name;
- email address;
- telephone number;
- site address and postcode;
- booking arrival and departure dates;
- membership and booking information;
- enquiries, correspondence and complaints;
- payment and invoicing information;
- information relating to Certified Site applications, certification and compliance, including planning, site and property information;
- information obtained from relevant public sources or other organisations where reasonably necessary to assess, administer or support a Site or Club arrangement; and
- other information you provide where reasonably necessary to administer the Club or meet our legal or regulatory obligations.

For bookings made under the Certificate, the Club requires certain information about the lead booker, including their full name, email address, telephone number, postcode and booking arrival and departure dates.

We do not routinely require special category personal data, such as health information, as part of ordinary Club membership or booking arrangements. For applicants and Certified Site Operators, we may also collect identification documents where reasonably required for due-diligence, fraud-prevention or verification purposes.

3. How we collect your information

We may collect personal information:

1. directly from you, for example when you contact C&C, become a Club member, make an application or provide information for invoicing;
2. from an Operator when a booking is made at a Certified Site under the Certificate;
3. from service providers that support the operation of our website, booking or administrative systems;
4. from publicly available sources and relevant third parties, where necessary to assess or administer a Site, application or Club arrangement; and
5. from other sources where this is necessary for the purposes described in this Privacy Policy.

This may include information provided as part of planning or policy research undertaken in connection with a Certified Site application or other Club services.

Where a booking is made at a Certified Site, the Operator collects the required lead booker information and provides it to C&C in accordance with the Club's reporting arrangements.

The Operator remains responsible for its own processing of Guest information for its own booking and operational purposes. C&C is responsible for the processing it undertakes for the purposes described in this Privacy Policy.

4. How we use your information

We may use personal information to:



1. administer and manage Club membership;
2. maintain records of bookings and stays operated under the Certificate;
3. assess, certify, support and monitor Certified Sites;
4. assess applications and undertake relevant planning, policy, site or property research;
5. maintain records necessary to operate and administer the Certificate;
6. manage payments, invoicing and financial administration;
7. communicate with members and Operators about membership, bookings, certification and related matters;
8. respond to enquiries, complaints and other issues;
9. investigate suspected misuse, fraud or breaches of Club requirements;
10. comply with legal, tax, regulatory and reporting obligations;
11. respond to enquiries from Natural England, local authorities or other relevant authorities where required;
12. protect the rights, property and safety of C&C, the Club, Operators, Guests and others;
13. maintain and improve our websites, systems and services; and
14. carry out other activities where we have a lawful basis to do so.

We may share your personal information with Alastair Sawdays Publishing Co Limited or any other member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We do not sell personal information to third parties.

5. Lawful basis for processing your data

Under UK data protection law, C&C must have a lawful basis for processing personal information. Depending on the purpose, we may rely on one or more of the following:

1. **Contract:** where processing is necessary to perform a contract with you or to take steps at your request before entering into a contract. This may include administering Club membership and arrangements connected with bookings made under the Certificate.
2. **Legitimate interests:** where processing is necessary for C&C's legitimate business interests, provided those interests are not overridden by your rights and interests. These interests may include administering and protecting the Club, maintaining appropriate membership and booking records, operating and monitoring Certified Sites, assessing applications, managing compliance, preventing misuse or fraud, responding to complaints and protecting against legal claims.
3. **Legal obligation:** where processing is necessary for C&C to comply with a legal or regulatory obligation.

In some instances, we will rely on your consent to process personal data and where we do this, it will be flagged to you at the time.

6. Sharing your information

We may share personal information where reasonably necessary with:

1. Operators, where required to administer a booking or Club arrangement;
2. companies within our wider business group where necessary to provide or administer relevant services;



3. service providers and subcontractors supporting our website, systems, communications, data storage, payments or administration;
4. professional advisers and insurers;
5. Natural England, local authorities or other regulatory or public authorities where required by law or where reasonably necessary in connection with regulatory or legal matters; and
6. other organisations where necessary to protect our rights, property or safety, investigate suspected fraud or misuse, or comply with legal obligations.

Where C&C uses service providers to process personal information on its behalf, we take appropriate steps to ensure that the information is handled securely and in accordance with applicable data protection requirements.

7. International transfers

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. We will only do this where appropriate safeguards are in place in accordance with applicable data protection legislation. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

8. How we protect your information

C&C uses appropriate technical and organisational measures to protect personal information against loss, unauthorised access, misuse, alteration or disclosure. Information provided by Operators is transferred and stored using designated secure processes, with access restricted to those who need it for Club administration and related purposes.

9. How long we keep your information

We keep personal information only for as long as reasonably necessary for the purposes for which it was collected, including to meet legal, regulatory, accounting or reporting requirements.

As a general approach, Club membership and booking information will normally be retained for the duration of the relevant membership or certification arrangement and for a further 18 months, unless there is a legitimate reason to retain it for longer.

We may retain information for longer where reasonably necessary to deal with legal, regulatory, complaint, dispute, enforcement or potential claim matters. When information is no longer required, we will securely delete or dispose of it in accordance with our retention procedures.

10. Your rights

Depending on the circumstances, you may have rights under data protection law including to:

- request access to your personal information;
- ask us to correct inaccurate or incomplete information;
- request deletion of your information in certain circumstances;



- request restriction of processing in certain circumstances;
- object to processing based on legitimate interests;
- withdraw consent where we are relying on consent; and
- request a copy of certain personal information in a portable format.

If you wish to exercise a right or have a question about how C&C uses your information, please contact [**club@crownandcanopy.co.uk**](mailto:club@crownandcanopy.co.uk).

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

11. Changes to this Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page. Please check back frequently to see any updates or changes.

12. Contact

If you have any questions about this Privacy Policy or how C&C handles personal information in connection with the Club, please contact:

Crown & Canopy Ltd
Acting as operator of Crown & Canopy Glamping Club

[**club@crownandcanopy.co.uk**](mailto:club@crownandcanopy.co.uk)
or our Data Protection Officer at [**dpo@sawdays.co.uk**](mailto:dpo@sawdays.co.uk)