

Privacy Policy for Lovey's Landing

Effective Date: November 5, 2024

Lovey's Landing is committed to protecting the privacy and security of our guests, tenants, and visitors. This Privacy Policy describes the types of information we collect, how we use it, and the steps we take to ensure your privacy is respected. This policy applies to information collected through our RV park services, website, mobile communications, and any other methods of information collection.

1. Information We Collect

we collect several types of information to facilitate your stay, provide services, and comply with legal requirements, including:

- **Personal Information:** When making a reservation, checking in, or communicating with us, we may collect your name, contact details (phone number, email, address), payment information, vehicle license plate number, and RV registration details.
- **Usage Information:** We may collect information about your use of our services, such as facility access, amenities used, and visit frequency to improve our guest experience.
- **Mobile Communications:** With your consent, we may send updates and reminders via text messages to the mobile number you provide.
- **Sensitive Information:** We may collect sensitive information only as required by law, for specific services (e.g., background checks if applicable), or to meet security and safety standards.

2. How We Use Your Information

We use the information collected to:

- Facilitate your stay at our RV park, including reservations, check-in, and payment processing.
- Communicate important service information, such as reservation confirmations, updates, or service-related messages.
- Maintain security, prevent fraud, and ensure the safety of our guests, staff, and facilities.
- Comply with legal obligations and industry standards.

3. Information Sharing and Disclosure

Lovey's Landing respects your privacy. By opting into our SMS messaging service you agree to the following terms regarding how we handle your data:

- **Data Collection:** We will collect your name, email address, mailing address, and mobile phone number when you sign up for SMS updates. The information will be collected via the website contact form, email, rental agreement, or third-party reservation systems.
- **Data Usage:** We use your data solely for sending updates, promotions, and reminders related to our products and services.
- **Data Security:** We protect your data with secure storage measures to prevent unauthorized access.
- **Data Retention:** We retain your information as long as you are subscribed to our SMS services. You may request deletion at any time.

- MESSAGE AND DATA RATES MAY APPLY. Your mobile carrier may charge fees for sending or receiving text messages , especially if you do not have an unlimited texting or data plan.
- Messages are recurring, and message frequency varies.
- Opt-Out: You can opt out of the SMS list anytime by texting, emailing, or replying STOP or CANCEL to info@loveyslanding.com or (530)696-2449. After unsubscribing, you will receive a final SMS to confirm you have unsubscribed and we will remove your number from our list within 24 hours.
- You can send HELP for additional assistance, and you will receive a text including our Phone number, email and website. We are here to help you.
- Non-Sharing Clause: We do not share your data with third parties for marketing purposes. Lovey's Landing will not sell, rent, or share the collected mobile numbers.

4. Your Privacy Rights

California residents may have specific privacy rights regarding personal information. Subject to applicable laws, you may have the right to request access to, correction, or deletion of your data. For nay such request, please contact us using the details below.

5. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices, regulatory requirements, or industry standards. Changes will we effective upon updating the “Effective Date” above, and significant updates will be communicated as appropriate.

6. Contact Us

Contact Lovey's Landing using the phone number or email below for HELP or to STOP receiving messages.

- **Email:** info@loveyslanding.com
- **Phone:** (530) 696-2449