

## **PROFESSIONAL RESPONSE GDPR COMPLIANCE STATEMENT**

### **DATA PRIVACY POLICY**

The Law and Regulations covering data protection and use of personal data are changing from May 25th 2018. Personal data is information about a person which that individual owns as provided in the Data Protection Act 1998. Everyone has a right to prevent personal data being used by others without their consent.

This **Privacy Statement** explains what information we collect about you, how we use it and the steps we take to ensure that it is kept secure. We also explain your rights and how to contact us.

Please note our website may contain links to other websites which are provided for your convenience. We are only responsible for the privacy practices and security on our site.

We recommend that you check the privacy and security policies of each and every website you visit.

### **HOW YOUR INFORMATION WILL BE USED.**

In order for us to provide you with the contracted service that you require, we (as data processor) will collect basic data about your Company be this from telephone bookings, email bookings and written confirmations. These could include for example your name, delivery address, email address, phone numbers and details which are relevant to the service you require. We will only use that information provided to deliver the service.

If you provide information to us about any person other than yourself, you must ensure that they understand how their information will be used/shared and that you are authorised to disclose it to us, and to consent to its use on their behalf before doing so.

All information/data that we obtain about you/or any person in your organisation will be recorded, used and protected by us in accordance with current data legislation, our Terms and Conditions and this Privacy Policy. We will primarily use the personal information received to provide the services you request of us.

To communicate with you in the event that any services requested are unavailable or if there is a problem or query with your order.

For record keeping for repeat journey deliveries and invoicing.

To track and analyse your trading activity with our Company.

To create a user service profile for your Company so that we can enhance your user experience, to understand and respect your requirements and provide details of relevant offers and opportunities where you have agreed to receive them.

## **HOW WE SHARE THE INFORMATION**

The information required is processed onto a driver app for the delivery and a to attain a receiver signature. Once the delivery has been made this information is no longer valid on the delivery application and is therefore transferred directly back to the office IT system for retainment.

We will never share information outside of our Company other than for the specific purpose of carrying out your transport service requirements.

## **HOW LONG DO WE HOLD DATA FOR ?**

We will only keep your information for as long as deemed necessary to fulfil the purpose as we have described above.

## **SECURITY**

We take the security of personal information seriously. We employ security technology offering a robust system including firewalls, and secure Sophos to safeguard information and have procedures in place to ensure that our paper, computer systems and databases are protected against unauthorised disclosure use, data loss and damage.

## **RIGHTS YOU HAVE**

You may have certain rights in relation to personal information that we hold about you. You have a right to request access to a copy of the personal information that we hold about you. The same right applies to any other person whose personal information you provide to us. Please contact our data controller with a subject access request.

## **CONTACT US**

Should you require anything regarding the above Policy, please contact Cathy Dungworth on Leeds 0113 2383123.