

# Privacy Policy

## Introduction

Our website address is: <http://www.premiercourierservice.co.uk/>

This website and its owners ensure the necessary steps are taken to protect the privacy of its users.

This policy provides you with details about:

What personal data do we collect?

How we collect personal data?

How we use your personal data?

Security and retention of your personal data?

Your rights and how to contact us

Changes to this policy

## Personal data collected.

Premier Courier Service may collect the following personal data from you:

Whilst using our website, software applications or services, Premier Courier Service may collect the following personal data from you:

- Name;
- Address;
- E-mail address;
- Phone number;
- Relevant financial, credit or debit card details;
- Location.

This list is not exhaustive. We may need to collect additional data for the purposes set out in this Policy. Some of the above personal data is collected directly, for example when you set up an on-line account on our website or send an email to our team. We may also collect personal data from third parties who have your consent to pass your details to us, or from publicly available sources.

We will use this information to administer our website, applications, client databases and marketing material. By providing telephone and email details, you consent to us contacting you using that method. Bank account and credit or debit card details are collected for the purposes of invoicing you for the services you order.

## How do we collect personal data?

We collect information in two possible ways:

*Directly from you:*

Information such as name, address and telephone number, as well as other information, such as your website registration details and preferred means of communication, may be collected when you voluntarily provide this information to us (for example when you register on the site, search for a product/service or make a purchase, leave a review or call our customer service line);

*From other sources:*

We work closely with third parties providing services to us (including, for example, business partners, sub-contractors providing technical, payment and delivery services related to our products or services, advertising networks, social networking platforms, analytics providers, search information providers) and we may also receive information about you from them;

Depending on your settings or the privacy policies for other online services, you may give us permission to obtain information from your account with those other services. If you connect your social media accounts via our website or any of our apps, certain personal data from your social media account will be shared with us which may include personal data that is part of your profile or your friends' profiles.

In some circumstances related to a particular transaction, we may obtain data from public databases or credit reference agencies; and

We may combine information that we collect about you from other sources with the information that you give to us directly. We may use this combined information as described in this policy;

## How do we use personal data, and why?

Premier Courier Service uses your personal data:

- To provide goods and services to you
- to measure customer satisfaction and provide improved customer service support.

- to send product or service-related information to you and to send you administrative information such as changes to our terms, conditions and policies
- to verify your identity and possible credit checking of your account with us if you have a credit limit applied to your account or do not pay immediately on order.
- For crime and fraud prevention.
- For advertising and marketing purposes: to contact you and let you know about other products and services we may offer from time to time which we believe might interest you. If you would prefer us not to use your data in this way please contact us
- Where we have a legal right to disclose your information (e.g. a public authority investigation)

#### How long do we keep your data for?

We will only retain your personal data for as long as is necessary for the purposes described in this privacy policy. This means that the retention periods will vary according to the type of the data and the reason that we have the data in the first place. For example, some transaction data will be kept for a number of years in order to comply with various finance and tax related legal obligations. Other transaction data may be kept for a different period because it is in our legitimate interests to do so in order to provide appropriate customer service.

The law gives you a number of rights in relation to your personal data and our use of it. You have the right:

- (a) to ask us not to use your personal data for direct marketing purposes;
- (b) to ask to see what personal data we hold about you and to find out about the way that we process the data (and in some circumstances, you can ask us to provide a copy to a third party);
- (c) to ask us to correct or update any personal data which is inaccurate;
- (d) to ask for personal data to be deleted in some (but not all) circumstances where there is no good reason for us to continue to use it;
- (e) to ask us to temporarily stop using your data if you don't believe that we have a right to use it, or to stop us from using your personal data where there is no good reason for us to continue to use it; and
- (f) not to be subject to decisions made solely on the basis of 'automated processing' (i.e. the right not to be subject to decisions made solely by algorithms or computers without input from a human) in certain circumstances.

If, at any time, you would like us not to use your personal data for direct marketing purposes please email [info@premiercourierservice.co.uk](mailto:info@premiercourierservice.co.uk) or call 01484 766600.

#### Changes to our privacy policy

Please note, we may change this policy from time to time. Any changes we make to our privacy policy will be publicised here.

#### What happens to your personal information?

We will not sell, rent or swap your personal data or give it to anyone else for them to use for their own purposes.

We may disclose your personal information to third parties that are engaged by us to perform services to us or on our behalf. Third parties may only use the data for the purpose for which it was provided. We may also allow third parties to use information we hold about you as part of the process of selling one or more of our businesses or if we have been asked to provide information for legal purposes.

#### Security

The security of your personal information is important to us. We attempt to ensure that the transmission of your information to our server is protected by the use of encryption software. We have also put in place appropriate technical and organisational measures to prevent unauthorised access to or unauthorised or unlawful processing of your personal information. However, due to the inherent open nature of the internet, we cannot guarantee that communications between you and us will be free from unauthorised access by third parties such as hackers. Your use of our website demonstrates your acceptance of this risk.

#### Cookies?

Which cookies do we use?

Like most websites Premier Courier Service uses cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart phones or tablets) as you browse our website. Cookies are essential for the effective operation of our website. Our website uses cookies to distinguish you from other users. This is to provide you with a good customer experience when you browse our site and allows us to improve its features. By continuing to browse our site you are agreeing to our use of cookies. You can disable cookies within your website browser settings.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in

order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

*List of Cookies we use on this site*

sessionid – this is a required cookie which tracks the customer’s continued interaction with the site. Without this cookie the site would not work properly.

dates\_undefined – this cookie is used when making a booking and therefore is a required item.

IP Addresses

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users browsing actions and does not identify any individual.

**Contact Information**

Should you require any further information or want to exercise your rights regarding your personal data, please contact us.

Phone: 01484 766600

E-Mail: [info@premiercourierservice.co.uk](mailto:info@premiercourierservice.co.uk)