

## **Privacy Policy**

We are committed to protecting your privacy and the security of the personal data we collect, process and/or store on your behalf. This Privacy Policy is for Torbay & Devon Movers Removals and Storage Services concerning our website at [www.devonmovers.co.uk](http://www.devonmovers.co.uk) and communication between Torbay & Devon Movers Removals and you (by any means) and explains how we collect, process, and/or store information, what we use the information for, our legal basis for doing so, and what controls and rights you have in relation to this information. Please also see our separate privacy policy which deals specifically with social media platforms.

For the purposes of complying with the General Data Protection Regulation (GDPR) we are the data controller of the personal data submitted via [www.devonmovers.co.uk](http://www.devonmovers.co.uk), or by any means to and between Torbay & Devon Movers Removals and Storage Services.

We reserve the right to change this privacy policy from time to time by changing it on the Website and adjusting the 'last updated' date of the policy. This privacy policy was last updated on 30 June 2018.

### **1. What information do we collect, process, and/or store from you?**

We may collect, process, and/or store the following personal information about you:

#### **1.1 General personal details**

This may include:

- Your name;
- Your residential addresses (including the address you will be moving from and the address which you will move to);
- Your contact details (email address and/or your telephone number);
- Your date of birth;
- Details of your personal inventory of items to be moved.

#### **1.2 Information you provide**

This may include:

- Information you supply when participating in or commenting on online discussion boards or social media functions;
- Communications you send to us (by telephone, email or otherwise), for example, to report a problem or to submit queries, concerns or comments regarding the Website, our service, your removal considerations, or general comments.

**We do not collect or store any passwords you may enter when using our website or service. The exception to this is where you or we require a password to be allocated to your quotation or booking to control who can discuss your quotation or booking. This may be relevant in some cases for example where relationship separation or divorce is subject to civil or criminal proceedings.**

**1.3** Torbay & Devon Movers Removals does not store customers financial information and nor do we sell or share the information we collect from you with

third parties, or use your email address/es for unsolicited mail unless you give us consent to do so as per the statements below regarding the provision of services to you, contacting you about our services, and linked websites and advertising.

## **2.0 How do we use the data collected or stored?**

We will only share such information with your consent to do so in order to provide you with a removal service or links to other relevant services as requested by you.

We use your personal data for the following purposes:

### **2.1 Providing our services to you**

We need to process certain personal information in order to provide our services to you as per our Terms and Conditions, which includes providing quotations for removal services and connecting you to other relevant services related to your removal.

In order to deliver our services, your personal data may also be transferred to the following third parties:

- Payment service providers, to facilitate the payment of our fees;
- Relevant third party organisations with your knowledge and consent in order to provide you with our service;
- Our insurance providers (including but not limited to claims or complaints related to our service);
- Our technology partners, including our website hosting provider Go Daddy;
- Social media platforms for which a separate privacy policy exists covering both private and publicly shared information and/or data.

### **2.2 Contacting you about our services**

If you have given us your contact information, we may use these details to get in touch with you about the services we offer such as discussing your removal or following up on feedback related to your removal.

### **2.3 Booking administration and customer support**

We may use your personal data to provide you with customer support or to investigate complaints or concerns about your booking.

### **2.4 Linked Websites and Advertising**

As a convenience to customers, we may provide links to third-party content, websites or services on our website or by other communication means upon request by you to provide such links. We do not endorse, sponsor, control, or otherwise accept responsibility for this material, except to the extent that we otherwise control it.

**2.5** You should be aware that third-party websites, organisation, and companies are not covered by this policy or our Terms and Conditions of service and we therefore cannot be responsible for the content or practices of any such website, organisation, or company, even if the website, organisation, or company is operated by a company affiliated or otherwise connected with us and you should check the privacy policy of each website, organisation, or company you visit.

**2.6** Only authorised staff use customer details in order to provide the service outlined in our Terms and Conditions and extend to the information and data referred to in this policy. Any emails sent by Torbay and Devon Movers Removals and Storage Services are simply in relation to services we offer, as part of a well controlled communication system which is accessible only to authorised staff.

**2.7** Our company has not to date had a breach of data but should unauthorised access occur, or attempted access; at our instigation, or our customers, we will investigate such actions with a view to criminal and/or civil proceedings.

### **3.0 Cookies, Anonymous Information and improvement of our services**

Cookies are strings or pieces of information that include a unique reference code that a website or application transfers to your device to store and sometimes track information about you. A number of cookies we use last only for the duration of your web session or application use and expire when you close your browser or application. Other cookies are used to remember you when you return to the Website and will last for longer. Some parts of our website may also use embedded pixel or Javascript technologies to facilitate your use of the website and to track general traffic.

We may employ cookie technology to:

- remember that you have used the Website before - this means we can identify the number of unique visitors we receive and allows us to make sure that we have enough capacity for the number of users we get;
- allow you to navigate the Website more quickly and easily;
- remember your login session so you can move from one page to another within the Website;
- store your preferences;
- customise elements of the layout and/or content of the pages of the Website for you;
- collect statistical information about how you use the Website so that we can improve the Website;
- Some of the cookies used on our Website are set by us and some are set by third parties who are delivering services on our behalf;
- We do not link your anonymous data with personal data.
- Your visit may automatically provide us with data that is not linked to your personal information, such as your IP (Internet Protocol) address, browser type, operating system, domain name, access times, and referring website addresses, geographical information and any other information which you consent to share on your browser through your personal privacy settings or preferences.

**3.1** Most computer and some mobile web browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is set, but you should note that turning off cookie acceptance may materially affect the functionality of the site and the information you can access through it. You can also learn more about cookies by visiting [www.allaboutcookies.org](http://www.allaboutcookies.org) which includes additional useful information on cookies and how to block cookies using different types of browsers/applications.

**3.2** We use Google Analytics, and may employ Google AdWords Conversion tracker from time to time, and other Google services that place cookies on a browser or application across the website. These cookies help us increase the website's effectiveness for our visitors. These cookies are set and read by Google. To opt out of Google tracking, please visit Google preferences.

**3.3** We may use AdWords remarketing to market our sites across the web. We may place a cookie on a browser or application, and then a third party (Google) reads these cookies and may serve an ad on a third party site. You may opt-out of this ad serving by visiting Google preferences. If you are concerned about third party cookies served by networks, you should also visit the Network Advertising Initiative opt-out page.

#### **4.0 What happens if you don't provide us with the information we need**

As outlined above, some of the personal information and/or data you provide to us will be used in order to provide you with a service and enter into a contract with you and to comply with our legal obligations. Should you not provide us with the information and/or data we require to offer our service as per our Terms and Conditions or to enable us to comply with our legal, it is likely that we will not be able to deliver our services to you.

#### **5.0 Confidentiality and access to your data**

Customer records are confidential and would only be divulged to a third party with permission, or if legally required to do so by the appropriate authorities. Our sole use of the information is in assisting you to move, or otherwise transfer goods from one location to another. As our customer/s, you have the right to request sight of customer records, providing we are given fair notice. Where requested, we will in any event provide customers with appropriate written information, or copies of records.

**5.1** Torbay & Devon Movers Removals and Storage Services will only pass your information on to third parties under the following circumstances:

**5.1.1** Torbay & Devon Movers Removals and Storage Services may forward data previously supplied by you to a relevant data provider where that data is required to give you access to the restricted parts of certain data provider's content or if you have requested services from a data provider that require payment, or where your address is required to allow a data provider to send you information that you have requested (by any means). If you can be identified from such data then Torbay & Devon Movers Removals and Storage Services will not pass on the data without having obtained your permission.

**5.2** You can request to have the data you supplied deleted from Torbay & Devon Movers Removals and Storage Services records. You may modify the data supplied to Torbay & Devon Movers Removals and Storage Services at any time. You agree to update your data if it changes. You agree that Torbay & Devon Movers Removals and Storage Services may, if required by law, disclose your data to any person empowered to request such information for example in the event of fraudulent loss or damage insurance claims or in the event of civil proceedings in a court of law.

#### **6.0 Your rights**

You have the right to be informed over what personal data we hold and how we are using it. This information is contained within this privacy notice.

**6.1** If you have consented to particular uses of your personal data, you have the right to withdraw this consent at any time.

**6.2** You have the right to “portability” of your personal data that we have collected with your consent or in performance of a contract. This means that you can request copies of all the personal data we hold for this purpose in a structured, commonly used, and machine readable form, and we will supply this to you free of charge on request. We will respond to these requests within 28 working days, unless the request is particularly complex, in which case we will inform you of how long it will take as soon as possible.

**6.3** Where we are using your personal data in accordance with our legitimate interests, you can object to further use of your data. This objection should be based on grounds relating to your particular situation. If you object, we will stop using your personal data in this way immediately, unless there are compelling legitimate grounds for processing your personal data which override your interests, rights and freedoms (such as requests by law enforcement) or we need to process your data for the establishment, exercise or defence of legal claims. You may always object to further use of your data for direct marketing purposes submitting a request to us using the contact details listed at the end of this document.

**6.4** You have the right to request a copy of the personal data we hold under the GDPR by making a “subject access request” to us in writing. We will comply with all valid subject access requests within 28 working days, unless the request is particularly complex; in this case we will contact you within 28 working days with further information. You will not be charged for making a subject access request unless we reasonably deem this to be a manifestly unfounded or excessive request, in which instance you will be charged a reasonable fee based on the administrative costs of providing the information.

**6.5** If some of the personal data we hold is inaccurate or incomplete, you can request that we rectify our records by asking us to do so in writing using the relevant contact methods detailed at the end of the document. We will comply with all requests within 28 working days unless the request is particularly complex; in this case we will contact you within 28 working days with further information.

**6.6** You have the right to restrict the processing of your personal data in certain circumstances, such as when you object to us using your data in accordance with our legitimate interests or when you contest the accuracy of the data we hold on you. You have the right to request erasure of the personal data we hold by contacting us. Please note that it is not always possible for us to comply with a request for erasure; for example, if we have collected data from you in performance of a contract, we cannot normally comply with a request for erasure unless we no longer have an active contract with you and the data is more than six years old and where your information or data was transferred to a website/s or other organisation or company which we do not control although you should be aware of your right to submit a request directly to

such website/s, organisation, or company who will be obliged under their own Privacy Policy to accommodate your request.

**6.7** Should you be dissatisfied with our response in the event of a complaint in relation to this policies content or wish to complain to the relevant supervisory authority, you can do so by contacting the Information Commissioner's Office (ICO).

**7.0 How long we will keep your data for**

We will only keep your personal data for as long as is necessary. This means that we will retain your personal data for as long as we have an active contract or business relationship with you, and after this, we will only keep your data for as long as is necessary for the purposes which it is stored.

**8.0 Our contact details**

Telephone us on 07900 604729, write to us at Torbay & Devon Movers Removals and Storage Services, 42 Mincent Hill, Torquay, Devon, TQ2 8DE or email us at [torbayremovals@gmail.com](mailto:torbayremovals@gmail.com) or send us a message via our facebook page at [www.facebook.com/devonmover](http://www.facebook.com/devonmover).