

PRIVACY NOTICE

1. PURPOSE OF THIS NOTICE

This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation)

Direct Sameday Services Ltd offers a range of services primarily to businesses and organisations and will have a requirement to collect some personal data from you for us to provide these services effectively.

Please read the following carefully to understand our practises regarding your personal data and how we will treat it.

2. ABOUT US

Direct Sameday Services Ltd is a courier and haulage company. Our registered office is: Unit 14 & 15 Vision Business Centre, Firth Way, Bulwell, Nottingham, NG6 8GF.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you and your company of the information contained in this privacy notice.

We have appointed a data protection manager who is our Data Protection Point of Contact and is responsible for assisting with enquiries in relation to the privacy notice or our treatment of your personal data. Should you wish to contact our Data Protection Point of Contact you can do so using the contact details noted at heading 'Contact Us' below.

3. HOW WE MAY COLLECT YOUR PERSONAL DATA

We obtain personal data about you, for example, when:

- You request a quote from us providing our services;
- You OR your employer engages us to provide our services and also during the provision of those services;
- You contact us by email, telephone, post (for example when you have a query about our services).

4. THE KIND OF INFORMATION WE HOLD ABOUT YOU

The information we hold about you may include the following type of data:

- Your personal details such as your name, telephone number, work address and email address etc;
- Details of contact we have had with you in relation to provision , or the proposed provision, of our services;
- Details of any services you have received from us;
- Our correspondence and communications with you;
- Information about any complaints and enquiries you make to us;
- Information we receive from other sources, such as publicly available information, information provided by your employer OR our clients
- CCTV footage maybe collected by our vehicles to provide details of road traffic incidents.

5. HOW WE USE PERSONAL DATA WE HOLD ABOUT YOU

We will process your personal data for our legitimate business interests or your own legitimate interests.

This may include processing your personal data where you are an employee, subcontractor, supplier or customer.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This includes processing for marketing, business development, statistical and management purposes.

We may process your personal data for certain additional purposes with your consent, and in the limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.

Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so

Situations in which we will use your personal data

We may use your personal data in order to:

- Carry out our obligations arising from any agreements entered into between you OR your employer OR our clients and us (which will most usually be for the provision of our services);
- Carry out our obligations arising from any agreements entered into between our clients and us (which will most usually be for the provision of our services) where you may be the subcontractor, supplier or customer of our client;
- Provide you with details about the products and services we offer which we feel would be relevant to you either as an individual or as a representative of your employer, even if you have not requested this specific information. We will only use personal data in this way when we have assessed that to do so would be proportionate, has a minimal privacy impact, and likely to be of a direct benefit to you.
- Seek your thoughts and opinions on the services we provide; and
- Notify you about any changes to our services.

- CCTV footage may be used to provide evidence or the circumstances regarding road traffic accidents or incidents for legal requirements.

In some circumstances we anonymise or pseudonymise the personal data so that it can longer be associated with you, in which case we may use it without further notice to you.

If you refuse to provide us with certain information when requested, we may be unable to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

Data Retention

We will only retain your personal data or company data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data or company data, we take into consideration:

- The requirements of the business and the services provided;
- Any statutory or legal obligations;
- The purposes for which we originally collected the personal data;
- The lawful grounds on which we have based our processing;
- The types of personal data we have collected;
- The amount and categories of your personal data; and
- Whether the purpose of the processing could reasonably be fulfilled by other means.

Change of Purpose

Where we need to use your personal data for another reason, other than for the purpose of which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

6. DATA SHARING

Why might you share my personal data with third parties?

We will not share your personal data with any parties where we are unless required by law.

Which third-party service providers process my personal data?

“Third parties” includes third-party service providers. The following activities are carried out by third-party service providers: IT and cloud services, professional advisory services, administration services, and banking services.

All our third-party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third-party service providers to process your personal data for specified purposes and in accordance with our instructions.

What about other third parties?

We may share your personal data with other third parties, for example in context of the possible sale or restructuring of the business. We may also need to share your personal data with a regulator or to otherwise comply with the law.

7. TRANSFERRING PERSONAL DATA OUTSIDE OF THE EUROPEAN ECONOMIC AREA (EEA)

We will not transfer the personal data we collect about you outside on the EEA, unless specifically agreed with yourself as part of our engagement with you.

Should you require further information about this protective measure, please contact using the contact details outlined below.

8. DATA SECURITY

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

9. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform us of any changes

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details below.

Your rights in connection with personal data

Under certain circumstances, by law you have the right to:

- Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- Request correction of the personal data that we hold about you.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You may also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing

on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes.

- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of the personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal data to you or another data controller if the processing is based on the consent, carried out by the automated means and this is technically feasible.

If you want to exercise any of the above rights, please email our data protection point of contact (privacy@directsamadayservices.co.uk).

You will not have any fee to pay to access your personal data (or to exercise any of the other rights). However we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

10. RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for specific purpose (for example, in relation to direct marketing that you have indicated you would like to receive from us) you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please email our data protection point of contact (privacy@directsamadayservices.co.uk).

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

11. CHANGES TO THIS NOTICE

Any changes we may make to privacy notice in the future will be updated on our website at www.directsamadayservices.co.uk.

This privacy notice was last updated on 18th May 2018.

12. CONTACT US

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal data, please email privacy@directsamadayservices.co.uk or telephone our Data Protection Manager on 01159762644.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time. The ICO's contact details are as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wimslow
Cheshire
SK9 5AF

Telephone – 0303 123 1113 (local rate) or 01625 545 745

Website – <https://ico.org.uk/concerns>

