

General Privacy Policy – Updated May 2018



What this Policy covers

The Company is committed to protecting the privacy and security of the Data/Information we hold on You /Your Company.

This Privacy Notice describes how we collect and use Data/Information about You/Your Company during and after our contract with you in accordance with the General Data Protection Regulation (GDPR) and Data Protection Legislation.

It applies to all current and former Customers & Suppliers.

Identity of the data controller

West Country Self Drive Ltd is a “data controller”. This means that we are responsible for deciding how we hold and use Data/Information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice does not form part of any contract to provide services. We may update this notice at any time and this can be found on our websites:-

www.dorsetvehicles.co.uk or www.dorsetvehiclesales.co.uk or www.vanflexihire.co.uk by request at any of our depots.

It is important that you read this notice, so that you are aware of how and why we are using such Data/Information.

Categories of Personal/Company data we process

We will collect, store, and use the following categories of Personal/Company Data/Information about you:

- Personal/Company contact details such as name, title, addresses, telephone numbers, email addresses, date of birth, gender, nationality, occupation and insurance details.
- National Insurance Number.
- Driving Licence.
- CCTV footage.
- Telematics Data.
- Information about criminal convictions and offences.

- Information about your health, including any medical conditions/disabilities for which we may need to make reasonable adjustments.

Sources of data

We collect Personal/Company Data/Information about you through our Website, your Company Website, Face to Face, Telephone, Email, Postal & Forms. *(More information on our website is detailed at the end of this document)*

Our lawful bases for processing your data

We will use your personal Data/Information in the following circumstances:

- Where we need to perform the contract we have entered into with you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests or those of a third party and your interests and fundamental rights do not override those interests.

Our purposes for processing your data

- Primarily used to enable us to provide you with a service or supply as a Customer.
- Primarily used to enable you to provide us with a service or supply as a Supplier.
- Making a decision - on if we are able to offer you a service or supply and or if you are able to offer us a service or supply.
- To meet insurance & legal obligations.
- To prevent fraud.
- To monitor use of Data/Information and communication systems to ensure compliance with our IT and Data Protection Policies.
- To conduct data analytics studies to review and better understand our business activities.
- To ensure network and Data/Information security, including preventing unauthorised access to our computers and electronic communication systems and preventing malicious software distribution.
- Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your data information.

Who has access to your data

We may share your Data/Information with third parties where required by law, where it is

necessary to administer the contract with you or where we have another legitimate interest in doing so.

Recipients of your Data/Information may include third-party service providers (such as Vehicle Recovery & Maintenance) other related business entities, a regulator to otherwise comply with the law.

Where we do so, we will require third parties to respect the security of your data and to treat it in accordance with the law.

Security of your data

We have put in place appropriate security measures to prevent your Personal /Company Data/Information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your information to agents, contractors and other third parties who have a business need to know.

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.

How we decide how long to retain your data

We will only retain your information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for Data/Information, we consider the amount, nature, and sensitivity of the Data/Information the potential risk of harm from unauthorised use or disclosure of your Data/Information, the purposes for which we process your Data/Information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Your rights

The Data Protection Act 1998 gives you the right to access the Data/Information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £25 which covers our costs in providing you with the information requested.

Should you wish to receive details that we hold about you please contact us using the contact details at the end of this Policy.

What if you do not provide data?

If you do not provide Personal/Company Data/Information, it is likely to be impossible for the Company to be able to offer our services or supply to you, or for us to receive your service or supplies.

WEBSITES

This privacy policy is for the website www.dorsetvehiclerentals.co.uk www.vanflexihire.co.uk www.dorsetvehiclesales.co.uk and served by West Country Self Drive Ltd t/a Dorset Vehicle Rentals and governs the privacy of its users who choose to use it.

Contact and Communication through the website.

Users contacting this website and/or its owners do so at their own discretion and provide any personal Data/Information requested at their own risk. Your Data/Information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. Every effort has been made to ensure a safe and secure form to email submission process, but advise users using such form to email processes that they do so at their own risk.

This website and its owners use any Data/Information submitted to provide you with further information about the products / services we offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates, but only if this was made clear to you and your express permission was granted when submitting any form to email process. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties

Email Newsletter

This website operates an email newsletter program, used to inform subscribers about products and services supplied by this website. Users can subscribe through an online automated process should they wish to do so but do so at their own discretion.

No personal/company details are passed on to third parties nor shared with companies / people outside of the company that operates this website.

In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to unsubscribe at any time through an automated system. This process is detailed at the footer of each email campaign.

Use of Cookies

This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

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. You can read Google's privacy policy here for further information.

<http://www.google.com/privacy.html>

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

Social Media

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Contacting Us

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us.

Telephone **01305 566 007** or email accounts1@dvr.uk.net