

PRIVACY POLICY

This policy is written to notify you of your rights under the new data protection laws that come into effect on the 25th May 2018. This policy may be updated from time to time.

Rose Export Ltd Trading as Rose Removals and Storage assure you that we are committed to safeguarding the privacy and security of you, our customer and website visitor. We fully appreciate and respect the importance of data privacy and security on the Internet and understand and comply with our legal and regulatory obligations.

Our privacy policy explains how we look after, handle and use all personal information provided by you. It also informs you of your privacy rights and how the law protects your personal information.

For the purpose of European Union Data Protection legislation, we (as defined and detailed in our Site) are the data controller.

We will at all times:

- Keep your personal information safe, secure and private;
- Never sell your personal information;
- Collect, keep, use your personal information for genuine business purposes only;
- Only pass your personal information to trusted partners if we have your consent;

Data Protection Law and Your Personal Information

The law states that we must have one of the following reasons to collect and use your personal information:

- Information gathered prior to contract for purposes of carrying out a survey either at your premises or via internet / post to prepare a quotation for you
- To enter into / fulfil a contract with you
- When it is in our legitimate interest and/or you have given your consent

Collection of Personal Information

Personal information may be collected from any of the following sources:

- When you contact us by phone or in person at our offices
- By email, letters or other documentation (such as survey document)
- Via our Website / Facebook page
- When we attend your premises to carry out an estimate
- When you leave a review / provide customer feedback

Third Party Information / Collection

Occasionally we may use information passed to us by other organisations such as (but not limited to):

- Comparison Websites
- Social Networks
- Estate Agents
- Market Researchers
- Employers

The Information we collect about you

- Name
- Address
- Telephone / Mobile Numbers
- E mail address
- Credit Card / Debit Card Details
- Bank Details
- Information that you provide by filling in forms on our Site, including but not limited to, information provided at the time of registering to use our Site, subscribing to any service, posting material or requesting further services.
- Any additional information required to enable us to provide you with a quotation and / or fulfil a contract
- Customs documentation required for export / import of goods such as but not limited to Passport, shipping manifest, Inventory.
- Any details provided for enquiry, complaint, claim or any other in relation to our services
- Details of your visits to our Site, including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

IP ADDRESSES / COOKIES - Information collected from our Website or other Internet Service or Apps

- 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 patterns, and does not identify any individual.
- For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our Site and to deliver a better and more personalised service. They enable us to:
 - Estimate our audience size and usage pattern;
 - Store information about your preferences, and so allow us to customise our Site according to your individual interests;

- Speed up your searches; and recognise you when you return to our Site.
- You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you use our Site. The “Help” menu of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. For more information about cookies and how to stop cookies being installed or how to delete existing cookies from your hard drive visit the following website: <http://www.allaboutcookies.org>.
- **What cookies are used on our Site**
- The cookies we and our business partners use on our Site are broadly grouped into the following categories:
 - **Essential** – Some of the cookies on our Site are essential for us to be able to provide you with a service you have requested. An example of this could be a cookie used to enable you to log into your account on our Site or which allows communication between your browser and our Site. Our cookie preference cookie described in the section “How can I reject or opt out of receiving cookies?” is also an essential cookie. You may not be able to use our Site without these cookies.
 - **Analytics** – We use analytics cookies to help us understand how users engage with our Site. An example is counting the number of different people coming to our Site or using a particular feature, rather than the total number of times the site or feature is used. Without this cookie, if you visited our Site once each week for three weeks we would count you as three separate users. We would find it difficult to analyse how well our Site was performing and improve it without these cookies.
 - **User Cookies** – We use cookies to improve your experience by remembering your preferences so we know how you like to use our Site. Examples of this would be remembering you so that you are served with the same content or to remember you when you come back to our Site.
 - **Social Sharing** – We use third party cookies to allow you to share content directly on the social networking/sharing sites like Facebook, Twitter or Google+. Examples would be if you wanted to “like” or “tweet” about us or our products or services. Please see our “Third Party Cookies” section below for more details.
 - **Interest-Based Advertising** – You will have noticed that when you visit websites you will be shown adverts for products and services you may wish to buy. The money made by website owners for showing third party adverts on their websites often pays for the cost of running the website and therefore usually allows you to use the website without having to pay a registration or usage fee. To try and ensure that the adverts you see are relevant to you third party cookies may be used to collect information about the types of things that interest you, for example websites you visit and the geography that you are based in. Having these cookies does not increase the number of adverts you will be shown, but simply makes the adverts you see more relevant. Please see our “Third Party Cookies” section below for more details.

- **Third party cookies**
- Some of the cookies described in the "What Cookies are used on our Site" section above are stored on your machine by third parties when you use our Site. Third parties may also read cookies on your browser to collect information or to serve content or advertisements to you. We have no control over these cookies or how the third parties use them. They are used to allow that third party to provide a service to us, for example analytics. For more information on these cookies and how to disable them, please see:
- Internet Advertising Bureau website at <http://www.youronlinechoices.com/> where you will be able to opt-out of receiving Interest-Based Advertising cookies from some of the third parties listed below; and/or if you want to know more about how cookies work and how to manage or delete them, visit the World Wide Web Consortium's website: <http://www.w3.org/Security/Faq/wwwsf2.html#CLT-Q10>.

If you do not wish to have your data used you may opt out on our website

How we may use your personal information including but not limited to:

- ◆ To set up an account with you in order to provide a written quotation
- ◆ To provide information throughout the contract and keep you informed of arrival times etc.
- ◆ To instruct a sub-contractor
- ◆ For invoicing, credit/debit payments, bank payments
- ◆ Insurance
- ◆ Customs documentation
- ◆ Advising shipping Lines / agents
- ◆ General administration
- ◆ To monitor our services by requesting feedback and using same on website / advertising
- ◆ To liaise with 3rd parties in the event of complaints / claims
- ◆ To meet our legal obligations

Sharing your personal information

We may share your personal information with the following:

- ◆ Sub-contractors
- ◆ HM Revenue & Customs
- ◆ Auditors
- ◆ Insurers
- ◆ Claims Handlers

Keeping Accurate Information

We will ensure that personal information is kept accurate and up to date as much as is reasonably possible but it is your responsibility to advise us of any changes in writing / email.

Dealing with third parties

Our contract is with you alone and we cannot discuss your information with anyone else without your express permission. We would need authorisation in writing and proof of identity.

Retention of personal information

We retain the personal information we collect from you for as long as the information is relevant to our business purposes including our legal obligations / requirements or until you request that we remove the data.

GDPR compliance

Access and Changes to Your Information and Preferences

You may, at any time, request to view all the information we hold about you by writing to:

Rose Removals
Station Business Park
Lapford
Crediton
Devon EX17 6AE

Or emailing accounts@roseremovals.co.uk

You will need to provide sufficient proof of identity.

We will then endeavour to respond within 30 days.

You can request your information to be updated, corrected or entirely withdrawn and deleted from all our systems, processes and databases.

Should you request data withdrawal, we will confirm completion of the withdrawal request via the email / postal address you have provided within 48 hours unless we receive communication by you to halt the process.

You will receive no further communication from our systems unless you enter information on a form contained within the Site subsequent to deletion. You must allow consent of any information required to be submitted and stored.

Company Information

For any issues or questions regarding the statement above, please send an email to accounts@roseremovals.co.uk.

Rose Export Ltd Trading as Rose Removals is a registered company in England and Wales. Company registration No. 4321153. Company registered address: Station Business Park, Lapford, Crediton, EX17 6AE