

# **HCS REMOVALS & STORAGE COMPANY LTD – PRIVACY POLICY**



This privacy notice covers the information practises that HCS Removals & Storage Company follow. We comprehend and respect the importance of protecting your privacy and your personal information. HCS Removals & Storage Company are committed to processing personal information in ways that conform with our legal and regulatory obligations.

This privacy policy clarifies how we look after and uses your personal information. This includes what information you provide us with, about yourself. In respect to Personal Data as defined under relevant data protection legislation including the Data Protection Acts of 1998 and 2018, the General Data protection Regulation effective from 25<sup>th</sup> May 2018.

HCS is committed not only to the letter of the law, but also to the spirit of the law and places high importance on correct, lawful and fair handling of all Personal Data, respecting the legal rights, privacy and trust of all individuals with whom we deal with.

Our privacy policy explains how we do this and tells you about your privacy rights and how the law protects your personal information.

As a company we intend to:

- ❖ Keep your personal information safe and private
- ❖ Not sell your personal information;

## **Facts about how the law protects you and your personal information**

Data protection law says that HCS Storage Company Ltd is permitted to use your personal information only if we have a proper reason to do so.

In order to use your personal information, we must have one or more of the following reasons to do so:

- ❖ To do something before entering into contract with you such as but not limited to preparing a quotation for you;
- ❖ To fulfil a contract with you;
- ❖ When it is in our legitimate interest; or
- ❖ When you have given your consent

A legitimate interest is when we have a business or commercial reason to use your personal information. However, we must not use your personal information unfairly.

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## **How we will collect personal information from**

We may collect personal information about you from these sources:

- ❖ Information you give us when you enquire about our services;
- ❖ When you speak to us on the telephone or in our offices;
- ❖ When you use comparison removal websites
- ❖ You use our website;
- ❖ In e-mails, letters and other documents;
- ❖ We attend your home and carry out a removal quote survey;
- ❖ Provide customer feedback;
- ❖ When products or services are provided in association with a business partner and your personal information is collected by them, with your consent, and you have consented to us contacting you.

## **Information from third parties**

We may use personal information passed to us from third parties such as but not limited to:

- ❖ Organisations, firms or companies that introduce us to you;
- ❖ Insurers;
- ❖ Comparison websites
- ❖ Social networks;
- ❖ Estate & Letting agents;
- ❖ Loyalty scheme operators
- ❖ Government or law enforcement agencies;
- ❖ Local authorities;
- ❖ Agents acting on your behalf

## **The Personal Information we collect about you is the following:**

- ❖ Name;
- ❖ Address;
- ❖ E-mail address;
- ❖ Telephone numbers; Information required to enable us to provide you with services;

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- ❖ Information collected through our website such as but not limited to, your internet provider address (IP address), operating system and browser type. Please see our Cookie Policy below;
- ❖ Details of any enquiry, claim, or complaint you make in relation to the services;
- ❖ Information on any inventory, job sheet, collection/delivery documentation.

### **We will use your Personal information for the following purposes:**

- ❖ Preparation of a quotation;
- ❖ To carry out contractual obligations to you;
- ❖ Accounting, billing and audit;
- ❖ Credit or other payment card verification,
- ❖ General administration;
- ❖ To communicate with you regarding the services;
- ❖ To notify you of any changes to the services;
- ❖ Collecting payment;
- ❖ Where necessary arranging refunds.
- ❖ Providing you with any tips or guidance for moving home;
- ❖ To instruct a third-party supplier/sub-contractor;
- ❖ Check and verify your identity when you use our services;
- ❖ To communicate with your insurer and or their appointed claims handling agents, or loss adjusters;
- ❖ To allow us to develop and improve our services;
- ❖ Guaranteeing our website is informative and effective;
- ❖ Analysing your usage of our website and viewing patterns;
- ❖ To monitor and improve the quality of our service and products;
  
- ❖ For managing claims, complaints or disputes including corresponding with third parties appointed to assist in the resolution of a complaint or claim such as but not limited to an appointed alternative dispute resolution body;
- ❖ For the prevention or detection of crime;
- ❖ For debt collecting;
- ❖ To meet our legal and statutory and compliance obligations;

### **We may share your personal information with:**

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- ❖ Agents, suppliers or sub-contractors who we use to assist in providing the services;
- ❖ Comparison sites who introduce you to us;
- ❖ Companies or organisations you ask us to share your personal information with;
- ❖ Checkatrade – name only
- ❖ Insurers;
- ❖ Claims Handlers;

We may disclose personal information to any member of our group for business purposes, which includes but is not limited to subsidiaries, our ultimate holding company and its subsidiaries as defined in section 1159 of the Companies Act 2006 and to any relevant third parties for the purpose of providing services.

## **Transfer of information**

From time to time we may be required to disclose certain personal information to local or national government bodies or authorities responsible for crime prevention, security and anti-terrorism. Although it may not be mandatory to provide such information to these authorities, we may do so in circumstances where we consider it appropriate to comply with their request.

Please be aware if you do not agree to our use of your personal information in accordance with the terms of this policy, we cannot accept your booking or provide you with services, as the processing of your personal information is essential in providing you with a quotation and carrying out the services you have requested.

## **Keeping personal information accurate**

HCS will ensure that personal information is kept accurate and up to date as far as reasonably possible. However, we rely on you to ensure that your personal information is accurate and up-to date. It is your responsibility to inform us of any changes to your personal information. This can be done by writing or e-mailing us and requesting changes to be made.

## **Who we can deal with/third parties**

We are unable to accept any instructions from anyone other than you, the person named on the contract documentation. If you wish a third party to act on your behalf, we will require proof that they have your express authority to do so. Such evidence could be in the form of a

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power of attorney or other written form of authority or in some circumstances we may be prepared to accept your verbal instructions.

## **Retaining of personal information**

We will hold your personal information, contracts, viewing sheets, and delivery notes for no longer than is necessary for the maintenance of your account and while we are providing on going services to you. We will also retain your personal information to meet legal or regulatory requirements. We will not keep your personal information for longer than seven years (the Retention Period) from the date when you cease to be a customer of ours. We may keep your personal information longer than seven years if we cannot delete it for legal regulatory or technical reasons.

## **We keep your personal information for the following reasons:**

- ❖ To maintain our business records.
- ❖ To respond to claims or complaints;
- ❖ Where we are required to do under a contract.

In order to detect fraud, we or insurers may at any time share information about you with law enforcement bodies including but not limited to the police. They in turn may access and use the information we have passed to them.

## **What are Cookies?**

We collect information about your use of our Site through cookies. Cookies are information that files stored on your computer, tablet or smartphone that help websites remember who you are and information about your visit. Cookies can help to display the information on our Site in a way that matches your interests. Most major websites use cookies.

## **What cookies are used on this 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

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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.

### How can I reject or opt out of receiving cookies?

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>.

#### ❖ 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](#).

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## Your Rights

- ❖ Know how we process your Personal Data;
- ❖ Access the data we hold about you which will be provided to you within one month of your request, and is free of charge unless we reasonably believe that your request is manifestly unfounded or excessive;
- ❖ The deletion of your Personal Data when there is no compelling reason for us to continue to hold it.

## How to make a Complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you believe we have not handled your information as set out in this Privacy Notice or that is not consistent with your rights, please contact us and we will do our utmost to make things right.

## How to Contact us

HCS Removals & Storage Company Ltd

1755 London Road,

Leigh on Sea

Essex

SS9 2SW

Website: [www.hcsremovals.com](http://www.hcsremovals.com)

Email: [enquiries@hcsremovals.com](mailto:enquiries@hcsremovals.com)

Telephone: [01702 715834](tel:01702715834)