
PRIVACY AND COOKIE POLICY

BACKGROUND:

Taylor Removals understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, www.taylor-removals.co.uk and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them. How the law protects you and your personal information.

Data protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing personal information with third parties.

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 a contract with you such as but not limited to, carrying out a survey and / or preparing a quotation or estimate 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 your personal information. However, we must not use your personal information unfairly.

Where do we collect your data from?

We may collect personal information about you from the following sources:

- Information you give us when you enquire about our services
- When you speak to us on the telephone or in our office
- When you use our website
- In emails, letters and other documents
- We attend your home and carry out a sales survey

What Data Do We Collect?

Depending upon your use of Our Site, We may collect some or all of the following personal and non-personal data:

- name

- address
- e-mail address
- bank details
- payment details
- information required to enable us to provide you with services
- 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 services
- information on any inventory, job sheet, collection/delivery documentation, shipping manifest, customs declaration or similar documents used for the export or importation of your goods.

How Do We Use Your Data?

- All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under the existing and new laws that come into effect on the 25th May 2018 and at all times.
- Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data because it is in Our legitimate interests. Specifically, We may use your data for the following purposes:
 - Supplying Our services to you (please note that We require your personal data in order to enter into a contract with you);
 - Personalising and tailoring Our services for you;
 - Replying to emails from you
- You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.
- We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will therefore be retained for the following periods:
 - We will retain your personal information to meet legal or regulatory requirements.
 - We will not retain your personal information for longer than the relevant retention periods from the date when you cease to be a customer of ours.
 - We may keep your personal information longer than the relevant retention periods, if we cannot delete it for legal or regulatory or technical reasons.

Fraud prevention and detection of crime

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.

How and Where Do We Store Your Data?

- We only keep your personal data for as long as We need to in order to use it as described above and/or for as long as We have your permission to keep it.
- Your data will only be stored in the UK.

Do We Share Your Data?

- We will not share any of your data with any third parties for any purposes, other than those stated below:
- In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal obligations, a court order, or a governmental authority.
- We may compile statistics about the use of Our Site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you.
- We will only send your data outside the UK in order to:
 - Follow your instructions
 - Comply with a legal duty
 - Work with our agents and third parties who provide business and administrative support functions and assist in carrying out our services.

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, immigration, customs, border control, 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.

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 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.

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>.

Your Right to Withhold Information

You may access certain areas of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

Your right to access personal information

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Upon receipt of such a request, we will ask you to provide sufficient information to prove your identity before any personal information is released to you. If you make a subject access request through a third party, such as a solicitor, it will be the responsibility of the third party to provide evidence to demonstrate that they are entitled to act on your behalf. This can take the form of a power of attorney or an appropriate written authority.

Although there is no fee for meeting your request we reserve the right to charge a reasonable fee if, in our reasonable judgment the request is manifestly unfounded, excessive, or repetitive.

Rights to be informed You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. This is why we are providing you with the information in this Privacy Policy.

Right of access You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Policy). This is so you are aware and can check that we are using your personal data in accordance with data protection law.

Right to rectification You are entitled to have your personal data corrected if it is inaccurate or incomplete.

Right to erasure This is also known as 'the right to be forgotten' and, in simple terms, enable you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.

Right to restrict processing You have the right to 'block' or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.

Right to object You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes.

Contacting Us

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at taylor.chancellors@mypostoffice.co.uk, by telephone on 01297 35740, or by post at The Chancellors, Charmouth Road, Axminster, Devon, EX13 5SZ. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you.

Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date. This current privacy policy was updated in May 2018.