

PRIVACY POLICY
OF
EVANS MOVING LTD

Introduction

Our privacy policy reflects your rights under new laws effective from 25.05.2018 and may be updated in the future.

This privacy policy explains how we look after and use your personal information, how we do this and tells you about your privacy rights and how the law protects your personal information. This includes what you tell us about yourself, what we learn from you as a customer and the choices you give us regarding the marketing we send to you.

Therefore, we understand and respect the importance of protecting your privacy and your personal information and are committed to processing that information in ways that comply with our legal and regulatory obligations.

Evans will:-

- Keep your personal information safe/private**
- Never sell your personal information**
- Allow you to manage/review your marketing choices**
- Obtain your consent before passing your personal information to trusted partners**

Collection of personal information

Your personal information may be collected from:-

- **Information you provide to us when enquiring about our services**
- **Telephone conversations**
- **Office visits**
- **Using our website**
- **Correspondence, E mails, documents**
- **Home Survey**
- **Participation in a video survey**
- **Customer feedback**
- **When products/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/companies that introduce us to you**
- **Insurers**
- **Retailers**
- **Comparison websites**
- **Social networks**
- **Estate agents**
- **Loyalty scheme operators**
- **Agents working on our behalf**
- **Market researchers**
- **Government or law enforcement agencies**
- **Employers**
- **Local authorities**
- **Agents acting on your behalf**

Information we collect

We collect the following information:-

- **Name**
- **Address**
- **Email address**
- **Telephone numbers**
- **Bank details**
- **Payment details**
- **Information required to enable us to provide you with our services**
- **Where relevant – your Company/Employers name, position, company address/telephone numbers/email address**
- **Information collected from our website**
- **Details of any enquiry, claim or complaint you make in relation to our services**
- **Details on any job sheet, inventory, collection/delivery documents, shipping/customs/export/import documentation**

Use of personal information

We will use your personal information for the following reasons:-

- **To arrange either video or home survey**
- **To provide a quotation**
- **Carry out contractual obligations**
- **To instruct a third party supplier or sub-contractor**
- **For accounting, billing and auditing**
- **Payment card verification**
- **Preparation of export/import documents**
- **To arrange insurance cover**
- **General administration**
- **Communication with you regarding our services/changes**
- **Collecting payment/providing refunds**
- **Moving home tips/guidance**
- **Reporting/research/analysis**
- **To contact you with administrative/service messages even where you have told us you do not wish to receive direct marketing (please refer to direct marketing section)**
- **To check/verify your identity when you use our services**
- **To instruct third parties i.e., Insurers, sub-contractors, shipping lines, airlines or agents – to assist us in the provision of our services**

- To communicate with your Insurer and/or their appointed claims handling agents, or loss adjusters
- Enable us to review, develop, improve our own products/services or with trusted third parties
- To ensure our website is presented to you in the most effective manner
- Monitor and improve the quality of our services/products
- To manage claims, complaints or disputes including corresponding with third parties appointed to assist in the resolution of such but not limited to an appointed alternative dispute resolution body
- For the prevention/detection of crime
- For debt collecting
- Processing or disclosure of your information outside the UK/EEA where required
- To meet our legal, statutory and compliance obligations

Who we may share your personal information with:-

- Companies who provide us with video survey facilities
- Agents, suppliers or sub-contractors who we use to assist in providing our services
- Organisations who introduce you to us OR we introduce to you
- HM Revenue & Customs, regulators or other authorities
- Companies/Organisations you ask us to share your personal information with
- Insurers
- Claims Handlers
- Trusted third parties who offer a product/service which is of interest to you

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 evidence that they have your authority to do so. Such evidence could be in the form of a power of attorney or other written form of authority or in some circumstances we may be prepared to accept your verbal instructions.

Keeping personal information accurate

We 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 it 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 letter or email.

Retention of personal information

We will retain your personal information 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 retain your personal information for longer than 7 years (the retention period) from the date when you cease to be a customer of ours. We may keep your personal information longer than 7 years if we cannot delete it for legal, regulatory or technical reasons.

We keep your personal information for the following reasons:-

- To respond to claims or complaints
- To show we have treated you fairly
- To maintain our business records
- Where we are required to do so under a contract

Protection of personal information

The new data protection laws state that we are allowed to use your personal information only if we have a valid reason to do so, this includes sharing your personal information with third parties.

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

- To do something before entering into a contract with you, such as but not limited to – carrying out a survey, and/or providing a quotation
- To fulfil a contract with you
- When it is in our legitimate interest i.e., a business/commercial reason
- When you have given your consent

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.

Transfer of information

Some third parties/organisations who we pass personal information to, maybe based outside the EEA, may be subject to local or national data protection regimes which may not have the same level of controls in regard to data protection as currently exist with the UK or the EEA. We will only send your personal information outside the EEA 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.

Direct Marketing

Your personal information may be used by us to contact you by post, phone, email or electronic messaging services and social media, with information about products and services (including any discounts or special offers) we think will be of interest to you.

Your rights

Right to access to personal information

You have the right to obtain written confirmation from us whether your personal information is being processed by us or by a third party.

You have the right to access any personal information we hold.

Your subject access request must be made in writing to:-

Legal Services Dept
Evans Moving Ltd
Unit 2
New Road Industrial Estate
Hixon ST18 0PJ

Upon receipt of the subject access 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 judgement the request is manifestly unfounded, excessive or repetitive. Any fee charged will be based upon the administrative cost of providing the information.

We have one month from the date of receipt of your request to comply.

If you request large amounts of information, we may ask you to specify in more detail the information you require.

Right to rectification

You have the right to request that we rectify personal information which is inaccurate or incomplete. In the first instance, contact your Surveyor in writing specifying this, provide them with the correct information and ask them to rectify it.

We are required to rectify the information within one month. This can be extended to two months if the request for rectification is complex.

Right to erasure (to be forgotten)

You have the right to request the deletion or removal of personal information where there is no compelling reason for its continued processing. Individuals have a right to have personal information erased and to prevent further processing in the following circumstances:-

- Where the personal information is no longer necessary in relation to the purpose for which it was originally collected or processed
- When you withdraw your consent for your personal information to be processed
- When the individual objects to the processing and there is no legitimate interest for the personal information to be processed
- Personal information has unlawfully been processed
- Personal information must be erased on the order of the courts

We may refuse to comply with your request for erasure if we are required to comply with a legal or statutory obligation or if the personal information will be required for the purposes of resolving or defending a claim or complaint.

Right to restrict processing

You have the right to restrict the processing of your personal information in the following circumstances:-

- Where you contest the accuracy of the personal information which is being processed. You can ask for the restriction to be put in place until you are satisfied that the inaccuracies have been rectified
- The processing of the information is deemed to be unlawful but you do not want your personal information to be erased
- The personal information is no longer required by us but you would like us to retain it to establish, exercise or defend a legal claim

Right to object

You have the right to object to the processing of your personal information related to direct marketing even if you have previously consented to your personal information being processed for that purpose.

If you object we will cease processing your personal information for marketing purposes as soon as we receive your written objection

You can raise your objection at any time

Changes to this policy

We keep our privacy policy under regular review and will place any updates on our website.

PLEASE NOTE: 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 our services, as the processing of your personal information is essential in providing you with a quotation and carrying out the services you have requested