



PRIVACY NOTICE

WHO WE ARE

This Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by Bulkhaul Limited, Brignell Road, Riverside Park Industrial Estate, Middlesbrough, TS2 1PS ("Bulkhaul" or "We") as Data Controller.

We are committed to protecting your data and respecting your privacy.

We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect with your data. We handle and process data in accordance with the General Data Protection Regulation 2018 ("GDPR") and the Privacy and Electronic Communications Regulations 2003.

INFORMATION WE MAY COLLECT

You give us information when you contact us with an enquiry; use the Website; fill out a survey or other form; request us to provide you with information by phone or email or by communicating with us via any other channel, supply us with services or purchase services from us.

The information we may collect, hold and process about you, provided by you, may include:

- Name
- Email address
- Telephone number(s)
- Vehicle registration number, make and model
- Details of other people within your company name and email
- Payment details and purchase/transaction history
- IP address
- Record of accidents and treatment received

We keep a record of the email correspondence with you.

We may monitor or record calls for security and training purposes and to improve the quality of our services.

Your image and vehicle number plate may be recorded by CCTV when you visit any of our sites for safety and security purposes and to improve the service we can provide to you. This footage may also be used to exercise and defend our legal rights. Where necessary this footage will also be shared with the authorities for law enforcement purposes.

HOW WE USE YOUR INFORMATION

The above information is used to:

- provide our services to you and enable us to process, administer and manage your orders, contracts, accounts;
- inform you about changes to our products and services or new products and services;
- communicate information about any agreement you may have with us or have enquired about;
- to resolve an enquiry or progress a complaint;

- comply with legal and regulatory obligations placed on Bulkhaul.

HOW WE KEEP YOUR INFORMATION SAFE

All personal information we hold is stored on our secured servers in the UK and EU.

Access to our information is strictly controlled. We may disclose your details to police, regulatory bodies, local and international authorities, or legal and professional advisors including insurers if so required. If any of the organisations to which we disclose your personal information is situated outside the European Economic Area (EEA) we would take reasonable steps to ensure that your information is properly protected including safeguards such as using contractual provisions to ensure your information is properly protected.

DISCLOSURE OF YOUR INFORMATION

We do not share your information with any third party without your agreement unless we are under a duty to disclose or share your personal data in order to comply with our contractual obligations or any legal obligation, or in order to enforce or apply our terms of use or terms and conditions and other agreements; or to protect the rights, property, or safety of Bulkhaul, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Any third party providers used by us to fulfil our contractual obligations to you will only collect, use, store and disclose your information in the manner and to the extent necessary for them to provide their services to us. We have written agreements in place with each third party to ensure that your information is kept securely, is not used for any other purpose and is deleted when no longer required.

We never sell personal information to third parties.

WHAT IS THE LEGAL BASIS FOR PROCESSING THE INFORMATION

The legal basis for collecting and processing your data may be:

- Contractual obligation – to enter into a contract with us.
- Legal obligation – if required by law to process personal information for example to comply with health and safety and equality obligations or to provide information to the police to prevent fraud or criminal activity.
- Legitimate interest – for a genuine business reason that does not override your rights, freedom or interests for example administrative purposes.

YOUR RIGHTS

You have the right at any time to ask for a copy of the information we hold about you and confirmation of how it is being processed. You will be required to verify your identity when making a request. If you would like to make a request for information please:

Email - data@bulkhaul.co.uk or

Send a request in writing to - Data Protection Officer, Bulkhaul Limited, Brignell Road, Riverside Park Industrial Estate, Middlesbrough, TS2 1PS

You also have the right to:

- request that we **correct inaccuracies to your information**. You must notify us of any updates, amendments or corrections to previously collected personal information in writing or by email to Bulkhaul. We encourage you to keep the personal information we hold on you up to date and accurate;
- request that we **delete some or all of your personal information** for example if it is no longer necessary for us to hold it for the purpose it was provided and we have no legal basis to retain it;

- request that we **stop or limit the processing** of your information where you think the information we hold is inaccurate (until the accuracy is proved or updated); if you have objected to the processing (when it was necessary for legitimate interests); if you have consented to the use of it; or if it is no longer necessary for us to hold it for the purpose it was provided and we have no legal basis to retain it;
- (in certain circumstances) **move, copy or transfer your personal information** to another organisation or to yourself. This applies only to personal information you have provided us with and is being processed by us with your consent or for performance of a contract and is processed automatically;
- (in certain circumstances) you have the right to **object to certain types of processing** of your personal information when it is based on legitimate interests, when it is processed for direct marketing including profiling, or when it is processed for the purpose of statistics.

HOW LONG DO WE KEEP YOUR INFORMATION?

Your personal information will be retained for no longer than is necessary to fulfil the purpose for which we collected it or as required to satisfy any legal or reporting obligation or to resolve a dispute or enforce an agreement.

When We no longer require your personal information, We will dispose of it in line with approved company processes. If personal data is retained for legal or reporting obligations it will be archived and reduced to the minimum.

WITHDRAWING CONSENT

If you have provided us with your consent to process your personal information you have the right to withdraw this at any time. In order to do so you should contact us by emailing data@bulkhaul.co.uk.

CONTACT US

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us by contacting:

Data Protection Officer, Bulkhaul Limited, Brignell Road, Riverside Park Industrial Estate, Middlesbrough, TS2 1PS

data@bulkhaul.co.uk

You also have the right to contact the Information Commissioners Office at <https://ico.org.uk/concerns/>.

CHANGES TO THIS NOTICE

Our policies are constantly under review and this Privacy Notice may be changed by us at any time. Any changes shall be posted on the Website (www.bulkhaul.co.uk) and we recommend that you check regularly to review the latest version.