

# Heathrow Rent A Truck Ltd

## Privacy Policy

Maintaining the security of your data and your right to privacy is a priority to Heathrow Rent A Truck Ltd (HRT). We will handle your personal data legally and fairly at all times and we will be transparent about what data we collect about you and how we use it.

### **This policy provides you with details about:**

- What personal data we collect.
- How we use your personal data.
- How we ensure your privacy is maintained.
- Your legal rights about your personal data.

### **The personal data collected**

HRT may collect the following information about you:

- Your name, age, date of birth & gender.
- Your contact details: postal address including billing and delivery addresses, telephone numbers (including mobile numbers) and e-mail address.
- Purchases and orders made by you.
- Your on-line browsing activities on our websites.
- Your password(s) where applicable.
- When you make a purchase or place an order with us, your payment card details.
- Your communication and marketing preferences.
- Your interests, preferences, feedback and survey responses.
- Your location.
- Your correspondence and communications with us.
- Other publicly available personal data, including any which you have shared via a public platform (such as Twitter feed or public Facebook page).

Our company and any subsidiary companies are not intended for children and we do not knowingly collect data relating to children via our website.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this Policy. Some of the above personal data is collected directly, for example when you send an email to our operations team. Other personal data maybe collected indirectly, for example your browsing activity. We may also collect data from third parties who have your consent to pass your details to us, or from publicly available sources.

### **How we use your data**

HRT (and trusted partners acting on your behalf) uses your personal data:

- To provide goods and services to you.
- To manage any registered account(s) that you hold with us.
- To verify your identity.

- For crime and fraud prevention, detection and related purposes.
- To enable us to manage customer service interactions with you.
- Where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

## **Sharing data with third parties**

### **Our service providers and suppliers**

In order to make certain services available to you, we may need to share your personal data with some of our service partners. These include IT, collection and delivery providers, accountants.

HRT only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls. We also impose contractual obligations on service providers relating to data protection and security, which means they can only use your data to provide services to HRT and to you, and for no other purposes.

Aside from our service providers, HRT will not disclose your personal data to any third party, except as set out below. We will never sell or rent our customer data to other organisations for marketing purposes.

### **How long do we keep your data?**

We will not retain your data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 6 years.

### **How we protect your data**

HRT is committed to keeping your personal data safe and secure.

Our security measures include:

- Encryption of data.
- Regular cyber security assessments of all service providers who may handle your personal data.
- Security controls which protect our entire IT infrastructure from external attack and unauthorised access.
- Internal policies setting out our data security approach and training for employees.

### **Legal basis for using your data**

HRT collects and uses personal data because it is necessary for:

- The pursuit of our legitimate interests.
- The purpose of complying with our duties and exercising our rights under a contract for the supply of services to a customer.
- Complying with our legal obligations.

**Customers have the right to withdraw consent at any time.** Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

### **Your rights**

- The right to ask what personal data that we hold about you at any time.
- The right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you free of charge.
- The right to opt out of any marketing communications that we may send you.

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

### **Contact Information**

If you have any questions about how HRT uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by emailing [info@heathrowrentatruck.com](mailto:info@heathrowrentatruck.com)

You have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, is available at <https://ico.org.uk>