

Stevens Transport Services LTD Privacy Policy

Stevens Transports Services Ltd Privacy Policy

In this document under the General Data Protection regulations, we explain the different types of personal data we will need from you, how we will store your data, how we will delete your data once we no longer need it and we also outline what your rights are regarding your personal information.

Our contact details:

Name: Stevens Transport Services LTD

Address: 5 Harrow House, 24 Albert Road, Horley, Surrey, RH6 7JA

Phone Number: 0333 050 6876

Email: info@stevenstransport.co.uk

This data privacy policy was completed on: 05-10-2021

The type of personal data we collect:

There will be different types of personal data in which we request from you depending on the type of service you are requiring, here are the different types of personal data we may collect:

- ❖ Full Name
- ❖ Date of birth
- ❖ Address
- ❖ Contact details. (email address and phone numbers)
- ❖ Payment details (cheque, card, bank transfer, invoice)
- ❖ Address services are to be provided to/from

For employees or contractors we may also require:

- ❖ Bank details
- ❖ Driving licence details
- ❖ National insurance details

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you or in some cases someone will provide the minimum required details to enable us to contact you and know who we are contacting. For example, if someone books a service to be provided for you, or if a company representative is providing details of another representative. We also record all telephone calls for multiple purposes. We collect this data for one of the following reasons:

- ❖ **To receive services-** for you to receive any service from our company we will need to take some personal information so that we can ensure you receive

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the right services for example that the item is transported to the correct location.

- ❖ **Meet legal obligations as an employer** –for our employees, as an employer we have legal obligations to hold personal information for example bank details or other information to ensure that we pay you legally and to ensure that your details are correct so that we are doing everything legally so that no one gets in trouble.
- ❖ **To pay for services-** for anyone that would like to receive a service from us we will request your personal information for example, your bank details so that we can ensure that you can pay for the service in which you wish to receive so we can ensure that once payment is received you can then receive the service.
- ❖ **To locate the correct collection/delivery point –** for anyone who is receiving services to or from their location. We will need contact details if we are unable to locate the premises or to make contact with someone at the premises.
- ❖ **To be used as evidence-** in some cases we may pass personal data onto police or legal authorities and/or anyone necessary in legal proceedings. For employees this can be if they have broken any laws whilst representing the business or a customer who uses verbal or physical abuse or assault against our staff, or fails to make payments on time. This can also be in the case of legal proceeding against the business as evidence to proof innocence of the business.

We use the information that you have given us in order to:

- ❖ To pay our employees their wages
- ❖ Meet legal obligations (this is for our staff)
- ❖ To contact our customers if we were to come across a problem or need further information for example directions
- ❖ To perform services required
- ❖ To protect our staff, customers and the business

We may share this information with the following third parties:

- ❖ **Customers-** we may need to give the customer you are providing a service to the name and number of the employee in which is performing the service for them.
- ❖ **Police-** in extreme circumstances for example non payment or abuse towards our staff, we may provide personal information to the police.
- ❖ **Insurance companies-**we may need to provide our employees personal data to our insurance companies to ensure we stay fully ensured.
- ❖ **Other transport companies-** we may provide the personal data of our customers to 3rd party transport providers so they can carry out the required transport on our behalf, WE WILL ALWAYS CONTACT YOU BEFORE PROVIDING YOUR DATA TO ANY 3RD PARTY TRANSPORT COMPANY.
- ❖

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Under the General Data Protection Regulations (GDPR), the lawful basis in which we rely on for processing this information are:

- ❖ As a company we have a legal obligation to process this information correctly and in accordance with the current laws.
- ❖ Your consent, you are entitled to remove your consent at any time in which you would like to do so. You can do this by contacting info@stevenstransports.co.uk, or writing to:

GDPR dept, Stevens Transport Services LTD

5 Harrow house,

24 albert road,

Horley

Surrey

RH6 7JA

How we store your personal information:

- ❖ employee and contractor information is stored via a digital copy and paper copy. Digital copies are stored on a database withing Microsoft OneDrive and Is kept for 1 year after services or employment has ceased. Paper copies are stored at the business registered address. Microsoft OneDrive has their privacy policy available at : [Microsoft Privacy Statement – Microsoft privacy](#)
- ❖ For our customers from the date in which we receive your information we will only keep your personal information for 1 year from the date in which we requested it, your address and contact details will be discarded straight away after you have received our services. Your data is also stored on our square up account (this is the software we use to accept payments) their privacy policy is at: <https://squareup.com/gb/en/legal/general/privacy>
- ❖ For our employees, once you have become an employee for the company, we will request a copy of your bank details, once you have left the company, we will continue to keep a copy of your bank details for a further 7 years.
- ❖ In regard to other personal information for our employees we will also keep a record of your driving information for 2 years from the last day you worked for us.
- ❖ In regard to tachograph drivers, we will keep a record of your driving hours for 2 years after every drive in which you undertake whilst working for the company.
- ❖ For agency workers we will also keep your bank details for 7 years after the last day in which you worked for us.

How we will erase your personal information:

- ❖ With our documents that are kept within paper form when we no longer need to keep a record of them, we will shred them and dispose of the shredded paper accordingly.

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- ❖ We will keep most of the information in which we keep for people backed up on to a trusted hard drive, when the information is no longer needed, we will erase all information in which is kept, and our trusted computer technician will ensure that no information is left within the hard drive.
- ❖ The information that is stored on to the managers computer will also be erased and again our trusted computer technician will ensure it is completely erased.

Your data protection rights:

Under the Data Protection Law, these are some of the main rights in which you have in regard to your personal information:

- ❖ **Your right of access-** under the law you have the right to ask us for copies of your personal information.
- ❖ **Your right to rectification-** you have the right to ask us to rectify personal information that you think is inaccurate. You also have the right to ask us to change any information we have in which you believe to be incorrect.
- ❖ **Your right to erasure-** you also have the right to ask us to erase your personal information in certain circumstances for example If you work for us and we have a home address or bank details that are no longer yours then that would warrant us erasing this information as soon as we become informed.
- ❖ **Your right to restriction of processing-** you have the right to ask us to restrict the processing of your personal information in certain circumstances for example if an employee is working for us and do not wish for a restaurant to have their information, we can restrict so that the restaurant goes through the company to contact the said employee.
- ❖ **To right to data portability-** you have the right to ask that we transfer the personal information you gave us to another organisation, or to you in certain circumstances.

Please contact us at info@stevenstransport.co.uk or call 0333 050 6876 if you wish to make a request.

How to complain:

If you have any concerns about our use of personal information, you can make a complaint to us at info@stevenstransport.co.uk .

You can also complain to the ICO (Information Commissioners Office) if you are unhappy with how we have used your data.

The ICO's address is:

Information Commissioners Office

Wycliffe House

Waterlane

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Wilmslow

Cheshire

SK95AF

Helpline: 03031231113

Website: <https://www.ico.org.uk>

Any updates to this Privacy Policy will be sent to you via email, by continuing to use Stevens Transport Services LTD thereafter you declare your agreement to the updated policy.