

## Website privacy policy

This website is operated by NFP Pet Transport Ltd. We take your privacy very seriously therefore we urge to read this policy very carefully because it contains important information about on:

- who we are,
- how and why we collect, store, use and share personal information,
- your rights in relation to your personal information, and
- how to contact us and supervisory authorities in the event that you have a complaint.

### Who we are

NFP Pet Transport Ltd ('we' or 'us') collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data protection Regulations which apply across the European Union (including the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

### The personal information we collect and use

#### a) Personal information you provide to us

We collect the following personal information that you provide to us:

Names, addresses, telephone numbers, email addresses

Some examples of when we collect this information include:

When requesting a quote  
When booking our services

#### b) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

shall consent on their behalf to the processing of their personal data;  
shall receive any data protection notices on their behalf; and  
shall consent on their behalf to the transfer of their personal data abroad.

### c) Monitoring and recording communications

We may monitor communications such as emails and telephone calls for the following purposes:

- Quality assurance
- Monitoring
- Training
- Evidential purposes.

### **How we use your personal information**

We collect information about our users for the following purposes:

- Identify you and assist with account management
- Assist with requested quote and or transport
- Assist with monitoring of services and quality assurances.

### **Who your information may be shared with**

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity
- Police
- Veterinary Services
- Government bodies
- Welfare Associations
- Regulatory and or Governing bodies
- Licencing bodies
- Other relevant agencies, bodies or companies.

We will not share you personal information with any other 3rd parties.

### **Whether personal information has to be provided by you, and if so why**

No personal information has to be provided by you to us at any time.

## **How long your personal information will be kept**

We will hold your personal information for the following periods:

All information given on booking forms, emails after and prior to booking, as well as recorded phone calls, will be stored for a period of ten years for own referencing and informative measures only and in case of anything from yourself afterwards. Information is used to ensure customer knowledge and barred list.

These periods are no longer than necessary in each case.

## **Reasons we can collect and use your personal information**

We rely on the following as the lawful basis on which we collect and use your personal information:

consent

contract

legal obligation

vital interests

public task

legitimate interests

The legitimate interests relied upon are as follows:

The information is used for monitoring and marketing and has minimal impact on the person. The information is used for company own use.

The information is used for the company to be able to conduct business and operations.

## **Consequence of our use of your personal information**

The consequence to you of our use of your personal information is:

We will make a decision as to whether we can assist you.

We will make decisions based on your requests.

We will advise you accordingly with the information you provide.

## **Keeping your information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure. These measures may include the following examples:

- Accounts are monitored with minimal access that is by using a username and password. Only relevant staff have access and passwords are frequently changed,
- Payments are via secure SSL.
- Telephone recordings are paused whilst card details are provided.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

## **Transfers of your information out of the EEA**

We may need to transfer your personal data to the following countries outside of the European Economic Area:

- All countries which may be involved in the service you require.

These transfers will be undertaken for the purpose of

- Personal information for Government agencies and relevant authorities and veterinary agencies for the purpose of your request.

Such countries do not have the same data protection laws as the United Kingdom and EEA. Whilst the European Commission has not given a formal decision that such countries provide an adequate level of data protection similar to those which apply in the United Kingdom and EEA, any transfer of your personal information will be subject to our compliance with an approved code of conduct approved by a supervisory authority (ICO) that will safeguard your privacy rights and give you remedies in the unlikely event of a security breach (as permitted in accordance with Article 46 of the General Data Protection Regulations).

Any transfers to the following countries will be undertaken on the basis that that country, territory or one or more specific sectors in that country, or an international organisation ensures an adequate level of protection:

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For more information on the basis of any non-EEA transfers, our safeguards or Commission details, please contact us as described below. We will not otherwise transfer your personal data outside of the EEA or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

### **Children and the validity of consent**

Where we obtain consent from any user we will take reasonable steps to ascertain whether the user is over 13 years of age and whether the child is sufficiently informed to give valid consent. If the user is not, parental consent will be required to provide consent for the processing of any personal information.

### **What rights do you have?**

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you

- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individual's rights under the General Data Protection Regulations (<http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>)

If you would like to exercise any of these rights please:

- email, call or write to us
- let us have enough information to identify you
- let us have proof of your identity (a copy of your driving license, passport or a recent credit card/utility bill)
- let us know the information to which your request relates

From time to time we may also have other methods to unsubscribe (opt-out) from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

### **How to complain**

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

### **Changes to the privacy policy**

This privacy policy was published on 01/06/2019 and last updated on 03/01/2020.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website. We will also attempt to notify users of any changes by:

Notifications on website and social media accounts.

### **Contacting us**

If you have any questions about this policy or the information we hold about you, please contact us by:

e-mail: [headoffice@nfpukpettransport.co.uk](mailto:headoffice@nfpukpettransport.co.uk)

Registered Address: Wilsons Park, Monsall Road, Manchester, M40 8WN