

Prime Time Removals LTD Privacy Policy

When you use Prime Time Removals LTD, we treat your information with respect and care. Our privacy policy explains how we use your data, how you can access it, and how you can opt out.

Privacy policy

1. Introduction

1. We are committed to safeguarding the privacy of our website visitors and service users.
2. This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.
3. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy (the cookie policy is also easily accessible from the cookies page)
4. In this policy, "we", "us" and "our" refer to Prime Time Removals LTD.
5. The privacy practices of this statement apply to our services available under the domain and subdomains of www.primetimeremovals.co.uk (the "Site"). By visiting this website, you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree, please do not use or access our site.

2. How we use your personal data

1. In this section we have set out:
 - the general categories of personal data that we may process;
 - the purposes for which we may process personal data; and
 - the legal basis of the processing.
- 2.
3. We may process data about your use of our website and services ("**usage data**"). The usage data may include your IP address, approximate geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system, Google Analytics, and Google Adwords. This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this

processing is our legitimate interests, namely monitoring and improving our website and services.

4. We may process your account data ("**account data**"). The account data may include your name, email address, 'to' and 'from' locations, item details, move dates. The source of the account data is you. The account data may be processed for the purposes of operating our website, providing our services to you, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business.
5. We may process information contained in any enquiry you submit to us regarding goods and/or services ("**enquiry data**"). The enquiry data may include details of the items you wanted to move, the pickup and drop off locations, and the date and times you were interested in. The source of the service data is you. If you do not purchase a service from us we will anonymise the data you have provided and continue to process it to help us calculate prices for future services. 'to' and 'from' locations will have the accuracy reduced such that no individual address can be determined. The service data may be processed for the purposes of operating our website, providing you with prices for our services, enabling any purchased jobs to happen, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the performance of a contract between you and us and taking steps, at your request, to enter into such a contract.
6. We may process your personal data that are provided in the course of the use of our services ("**service data**"). The service data may include details of the items you wanted to move, the pickup and drop off locations, the date and times you were interested in, the names, telephone numbers and emails addresses for contacts at the pick up and drop off locations, additional notes relating to the job that you may have provided, details of item values. The source of the service data is you. The service data may be processed for the purposes of operating our website, providing you with prices for our services, enabling any purchased jobs to happen, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the performance of a contract between you and us and taking steps, at your request, to enter into such a contract.
7. We may process information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website ("**transaction data**"). The transaction data may include your contact details, and the transaction details. We never store card details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely our interest in the proper administration of our website and business.

8. We may process information that you provide to us for the purpose of unsubscribing to our email notifications and/or newsletters ("**notification data**"). The notification data may be processed for the purposes of sending you relevant notifications and/or newsletters. The legal basis for this processing is our legitimate interests, namely providing customers, who have expressed an interest in buying our services, up to date with our latest features, offers, and news.
 9. We may process information contained in or relating to any communication that you send to us ("**correspondence data**"). The correspondence data may include the communication content and metadata associated with the communication. We also record phone call content and the times of calls. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and communications with users.
 10. We may process any of your personal data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.
 11. We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice. The legal basis for this processing is our legitimate interests, namely the proper protection of our business against risks.
 12. Passing additional pick up and drop off data to Prime Time Removals LTD: It is your responsibility to notify any additional parties required for the fulfillment of the move at the pick up and drop off that their data is being provided to Prime Time Removals LTD for the purposes of the move.
 13. If you choose to arrange insurance through us, we will share your personal data with Eggar Forrester Insurance Limited and Zurich Insurance PLC. We will only share the data they require to set up and administer your insurance policy.
3. Providing your personal data to others
1. We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
 2. We may disclose address, contact names, phone numbers, and item details to our Transport Partners insofar as reasonably necessary for the purposes of providing the transportation services you have requested. The Transport Partners are only allowed to use and retain your data to allow the service you have requested to complete.

3. Financial transactions relating to our website and services are handled by our payment services providers, stripe. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices at stripe.com
4. In addition to the specific disclosures of personal data set out in this Section 3, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
4. Providing Transport Partner data to you
 1. We may disclose Transport Partner contact data (name, phone number, vehicle details) to you insofar as reasonably necessary for the purposes of providing the transportation services you have requested. You are only allowed to use and retain this data to allow the service you have requested to complete.
5. Retaining and deleting personal data
 1. This Section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.
 2. Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
 3. We will retain your personal data as follows:
 - Customer name, emails, job information (including date, items, and non specific locations) , service reviews. We will retain this information on your behalf for 3 years, to allow you to access your historical job details and, if eligible, any discounts or account credit that you may have received or earned as part of any incentives, offers, or, promotions.
 - 4.
 5. Notwithstanding the other provisions of this section, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.
- 6.
7. Amendments
 1. We may update this policy from time to time by publishing a new version on our website.
 2. You should check this page occasionally to ensure you are happy with any changes to this policy.

3. We may notify you of changes to this policy by email
- 8.
9. Your rights

1. Your principal rights under data protection law are:

- **the right to access, and the right to data portability.** You may instruct us to provide you with any personal information we hold about you in a machine readable format for data portability. You can request a copy of your data by emailing privacy@www.primetimeremovals.co.uk
- **the right to rectification;** You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed. You can request changes to your data by emailing privacy@primetimeremovals.co.uk.
- **the right to erasure;** In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes. However, there are exclusions of the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defence of legal claims. You can request deletion of your data by emailing privacy@primetimeremovals.co.uk.
- **the right to restrict processing;** You have the right to have processing on your data suspended/restricted. You can request deletion of your data by emailing privacy@primetimeremovals.co.uk. We will provide you with an opportunity to opt out of the use of your personal information for marketing purposes on our 'emails and you page' highlighted on the page where you provide your email address, and on every non-transactional email as an unsubscribe link in the footer.
- **the right to object to processing;** You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims. You can request deletion of your data by emailing privacy@primetimeremovals.co.uk.

- **the right to complain to a supervisory authority;** If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.
- **the right to withdraw consent;** To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal. You can request deletion of your data by emailing privacy@primetimeremovals.co.uk.

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3. We may withhold personal information that you request to the extent permitted by law.

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11. About cookies

1. You can learn more about the cookies we use on our cookies page

12.

13. Our details

1. This website is owned and operated by Prime Time Removals LTD
2. We are registered in England and Wales under registration number 11720347, and our registered office 20-22 wenlock road N1 7GU
3. You can contact us by post to the address above, by phone on 0208 0127 954
4. or by email: info@primetimeremovals.co.uk

14.

15. Data protection officer

1. Our data protection officers' contact details are: Adrian scott, and he can be contacted by emailing privacy@primetimeremovals.co.uk.