

# MINTERS OF DEAL – PRIVACY STATEMENT – May 2018 v2

## 1 Minters of Deal

In accordance with the General Data Protection Regulation and related UK data protection legislation, we are committed to protecting the confidentiality and security of the information that you provide to us.

This Privacy Notice is designed to help you understand how we collect and use your information.

We may collect information from you about you, other persons, for example, family members, relatives or either you acting as an agent for a third party. Someone that you may be acting for who may be requesting us to make contact, collate information for services we provide albeit removals, packing services, house clearance etc.

If you give us information about yourself or another person it is your responsibility to ensure you understand our privacy notice and confirm that:

You have told any person, persons you are acting for "the individual(s)" who we are and how we use personal information, as set out in this Privacy Notice; and

You have permission from the individual(s) to provide that personal information to us and for us to use it, as set out in this Privacy Notice.

If you have any questions or queries about this policy please contact us.

## 2 Who we are

"Minters of Deal" (also referred to in this Notice as "we", "us", or "our") means Minters of Deal.

The Minters of Deal website are supplied by Broadbiz Web Services Ltd, Thanet Reach Business Park, Kent Innovation Centre, Millennium Way, Broadstairs CT10 2QQ

## 3 How to contact us

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a subject access or any other request regarding the information we hold, please contact us at:

Minters of Deal  
Sandwich Industrial Estate  
Ramsgate Road  
Sandwich  
CT13 9LY  
Tel: 01304 615331  
Email: [mail@mintersofdeal.co.uk](mailto:mail@mintersofdeal.co.uk)  
Website: [www.mintersofdeal.co.uk](http://www.mintersofdeal.co.uk)

## 4 Why we need and how we use your personal information

We only collect, use and store your information where we have lawful grounds and legitimate business reasons to do so.

We collect, use and store your personal information in order to fulfil requests for quotes, products and services as part our Removals and Storage business. It may also be used to verify your identity (Storage), to administer payment receipts. The use of your data is essential for us to check your identity, to enable you to enter into a removal contract and for any liability insurance to operate (in the event of a claim, for example). We may also use it keep our records up to date, to notify you about changes to our service and to help us in develop new products and services.

If you do not provide the information required we are unlikely to be able to arrange your quotation, contract and any liability insurance and may not be able to provide other certain services to you.

We may monitor calls, emails, text messages and other communications with you. When you contact us we may keep a record of that correspondence and any information provided to us during that or any subsequent communication.

We use cookies for collecting user information from the site. Please note that the Website will not function if you have disabled the cookies. Cookies are messages given to a web browser by a web

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server. The message is then stored by the browser in a text file called cookie.txt. Each time the browser requests a page from the server, this message is sent back. A cookie's main objective is to identify users and personalise their visit by customising web pages for them, for example by welcoming them by name the next time they visit the site. A site using cookies will usually invite you to provide personal information such as your name, your email address. We may use cookies to store information such as your user identification number to allow us to identify whether you have registered to use particular parts of the Website which you are using. We will only use cookies from your cookie file placed there through your web browser's interaction with the Website.

## **5 Other Uses of Data**

### **Marketing**

When you provide your details you will be given an opportunity to confirm whether you are happy to receive marketing material from us and or for us to make contact with you and or selected partners. If you confirm you are happy to receive this material, contact, we will use your postal address, email address and telephone number to send you marketing materials by post, email, telephone call or SMS. We do not pass your data to other companies for marketing purposes without your consent. You can change your mind at any time by coming to [www.mintersofdeal.co.uk](http://www.mintersofdeal.co.uk) using our update/unsubscribe facility located on our homepage. You can also unsubscribe from emails by clicking on the unsubscribe link on any marketing communications we send you or by contacting 01304 615331. This will not impact any communications that we need to send you for the purpose of your quote, for example confirmation of your quote or your account details, notifications we need to send you regarding communications necessary for any other services you have requested that we provide to you.

### **Research and Analysis Activities**

We and our partners use data relating to your quotes, including the personal data you input to request your quotes and information about the quotations or contracts you have taken out, to carry out various research and analysis activities to help us to regularly review and improve the products and services we or our partners provide and carry out research.

The data will not be used to make any decisions that will affect you or any other individual. Any data that we collect about you through our Website enables us to carry out research and analysis into usage and activities on our Website to enable us to continue to improve our Website and our products and services.

## **6 Nature of personal information**

Personal data is any information that may identify a living individual. We collect personal information such as name, contact details including addresses, financial details, employment details (Where applicable) and other personal details depending on the nature of the services we offer.

## **7 Sharing information**

We will only supply your personal information to other parties where such a transfer is a necessary part of the activities that we undertake, where you give us consent or where we are required to do so by law or regulation (e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime), or as part of a liability claim.

We may also disclose your information to service providers engaged to perform services on our behalf. Such service providers are contractually restricted from using or disclosing the information we give them except as necessary to perform services on our behalf or to comply with legal requirements.

We only share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

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We may also disclose personal information to new owners of our business in the event that we are subject to a merger or acquisition. Disclosure may also be made to enable company audits, regulatory inspections or to investigate a complaint, suspicion of fraud or a security threat. We never share your information outside our organisation for marketing purposes without your consent.

You understand that we may disclose the information you provide to relevant other parties for the purposes described in this Notice.

### **8 Transfer of personal data outside the UK**

Certain personal information held on our Information Technology systems may be transferred across geographical borders in accordance with applicable law. By providing us with your information, you consent to the collection, international transfer, storage, and processing of your information. These transfers are governed by European Union (EU) standard contractual clauses or equivalent data transfer agreements to protect the security and confidentiality of personal information.

### **9 How long we keep information about you**

We will keep your information for as long as it is required to enable us to provide quotations, administer your account for storage purposes (if applicable) and to complete the contractual obligations, offer renewal and respond to any claims or complaints. This will usually be a minimum period of seven years or otherwise as determined by law or regulation. Once we decide that we no longer need your information it will be securely and confidentially destroyed.

### **10 Your data protection rights**

You have certain legal rights under UK data protection law and regulations, summarised as follows:

- The right to be informed about our data processing activities, including through Privacy Notices such as this.
- The right of access to the personal information we hold about you. To request a copy of this information you must make a subject access request in writing to us.
- The right of rectification. You may ask us to correct any inaccurate or incomplete data within one month.
- The right to erasure and to restrict processing. You have the right to have your personal data erased and to prevent processing except where we have a legal obligation to process your personal information. You should bear in mind that by exercising this right you may hinder or prevent our ability to provide products and services.
- The right to data portability. On your request, we will provide you with your personal data in a structured format.
- The right to object. You have particular rights in relation to automated decision making and profiling to reduce the risk that a potentially damaging decision is taken without human intervention. You can object to your personal data being used for profiling, direct marketing or research purposes.

If you want to invoke any of these rights please write to us: Minters of Deal, Sandwich Industrial Estate, Ramsgate Road, Sandwich, Kent CT13 9LY or email: [mail@mintersofdeal.co.uk](mailto:mail@mintersofdeal.co.uk)

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## 11 Withdrawal of consent

Where you have provided your specific consent to the use of personal data, you may withdraw that consent by contacting us:

Minters of Deal,  
Sandwich Industrial Estate,  
Ramsgate Road,  
Sandwich,  
Kent  
CT13 9LY  
Tel: 01304 615331  
Email: [mail@mintersofdeal.co.uk](mailto:mail@mintersofdeal.co.uk)

## 12 How to make a complaint

If you wish to make a complaint about how we hold or use your data, please contact us:

Minters of Deal,  
Sandwich Industrial Estate,  
Ramsgate Road,  
Sandwich,  
Kent  
CT13 9LY  
Tel: 01304 615331  
Email: [mail@mintersofdeal.co.uk](mailto:mail@mintersofdeal.co.uk)

If you are dissatisfied with how we deal with your complaint, you may contact the

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number  
Fax: 01625 524 510  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

## 13 Information from other sources

We may use legal public sources such as the electoral roll and other third party sources such as credit reference agencies to obtain information about you, for example to verify your identity or check your credit history. We also obtain information about you from credit reference agencies and similar third parties. Some personal information may be provided to us by third parties such as other removal, relocation intermediaries and local authorities. In some cases you will have previously submitted your personal information to them and given them approval to pass this information on for certain purposes.

Such information will only be obtained from reputable sources which operate in accordance with the General Data Protection Regulation.

## 14 Children's Privacy – Those Under 18 Years Old

Our Website is not intended or designed to attract children under the age of 18 years old. We do not knowingly collect personally identifiable data from children under the age of 18 years old. If you are under the age of 18 years and would like to ask a question or use this site in any way which requires

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you to provide your personal information, please get your parent or guardian to use the site on your behalf. This shows our commitment to protect the privacy of children by making reasonable effort to ensure that a parent has authorised the collection of the child's personal data.

### **15 Other Websites/Information**

This privacy notice only covers our Website. Our Website does not enable our visitors to communicate with other visitors or post information to be accessed by others

We may amend this Privacy Notice from time to time for example, to keep it up to date or to comply with legal requirements. The latest version of this policy can be found at [www.mintersofdeal.co.uk](http://www.mintersofdeal.co.uk)