

REEMAQ PRIVACY & COOKIES POLICY

ABOUT US:

Reemaq Standish Ltd is the data controller in respect of any personal information to which this privacy policy applies.

YOU CAN CONTACT US AT:

Reemaq Standish, Colworth Park, Sharnbrook, Bedford, MK44 1LQ

If you wish to contact our Head of Privacy & Data Protection, you can do so by emailing privacy@reemaq.com

WHAT WE DO WITH YOUR PERSONAL INFORMATION:

If you have licenced one of our products, we collect personal information provided by you such as name, a username, company you work at, company address, telephone number, email address and password. This is used to complete your registration and is subsequently used to send you emails relating to our products you have opted to licence. If you are a transport company, we will also hold your organisational details including name, address, email, proof of insurance and information relating to movements you deliver.

WHY ARE WE ALLOWED TO HANDLE AND STORE YOUR PERSONAL DATA?

There are number of legal bases which allow us to use your personal data. The following sets out more detailed explanations of the bases we rely on to collect and process your personal data:

Contractual obligations

Our primary use of this basis is when you use our system as a contracted service. In this situation it is necessary for us to process your personal data to fulfil your movement requirements.

Legal compliance

In some circumstances, we may be legally required to collect and process your data e.g. to pass it on to the police if criminal activity is suspected.

Legitimate interest

It may be necessary to use your data to help us run our business. For example, to action any changes to your account services or to contact you via email or telephone concerning your movements. We will only use your data in these instances, where doing so does not materially impact your rights, freedom or interests. We process personal data on the grounds that it is necessary for the performance of a contract between you and Reemaq Standish and the use of the Reemaq Standish products.

We collect personal data generated as a result of your use of our service, such as customer comments, collection and delivery information and any records of emails or telephone calls. This information is used for audit purposes. Where we process your personal data for audit purposes, or for the purposes of analysing use of our site or service improvements, we do this on the basis of legitimate interests.

It is in our legitimate interests to retain information such as customer comments to enable us to identify issues and concerns people have with the service they have been provided. It is also generally in our legitimate interest to retain emails as an audit log of our interactions with you.

DISCLOSURES AND TRANSFERS

1. Reemaq Standish will pass your personal information on to the following recipients:
2. Staff working for Reemaq Standish
3. Your personal information may also be shared with auditors or contractors or other advisers auditing or advising us on our business
4. Our server providers who host our platform. As such, personal data is passed to our server provider in order for it to be stored on their servers. These servers are located in the EU.
5. We may transfer, sell or assign any of the personal information described in this Policy to third parties as a result of a sale, merger, consolidation, change of control, transfer of assets or reorganisation of our business
6. We will provide support in the event of a dispute between users of our products. In the instance a dispute cannot be resolved and either side wishes to take the matter up directly with the other, we will provide the necessary contact details to the relevant parties.

RIGHT OF ACCESS

It may take Reemaq Standish up to 90 calendar days to respond to your request. Where Reemaq Standish intends to extend the deadline for responding, you will be informed within 30 calendar days of receipt of your request.

1. Access to the personal data we hold about you
2. The correction of your personal data when incorrect, out of date or incomplete
3. The deletion of the data we hold about you
4. A computer file in a common format (CSV or similar) containing the personal data that you have previously provided to us
5. Restriction of the use of your personal data, in specific circumstances, generally while we are deciding on an objection you have made
6. That we stop processing your personal data, in specific circumstances; for example, when you have withdrawn consent, or object for reasons related to your individual circumstances
7. That we stop using your personal data for direct marketing (either through specific channels, or all channels)
8. That we stop any consent-based processing of your personal data after you withdraw that consent

RIGHT TO ERASURE

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

Where we rely on our legitimate interest

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data, such as administration of an existing and incomplete movement.

Direct marketing

You have the right to stop the use of your personal data for direct marketing activity through all channels, or selected channels. We must always comply with your request.

Checking your identity

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice. If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

COOKIES

Cookies are tiny text files stored on your computer when you visit certain web pages. We use cookies to keep track what you have entered on webpages to enable you to navigate effectively with reduced rekeying. We also use cookies to remember you when you logged in and return to our site. Some of our customers are international so we may use cookies to track time zones.

If you do not wish to enable cookies on your computer, that will mean that your experience of using our website site will be impaired. For example, some of the cookies help us to identify and resolve errors for or determine relevant data and services to show you when you are browsing. Most web browsers have cookies enabled but see the Managing cookies section for help to turn them on should you need to.

RIGHT TO COMPLAIN TO THE INFORMATION COMMISSIONER'S OFFICE

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113 or go online to www.ico.org.uk

If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence.