



**Woods Corporate Services Ltd t/a
Chariots Express**

Privacy Policy

Woods Corporate Services t/a Chariots Express respects the privacy of all individuals with whom we deal and/or whose data is provided to us in the course of our business.

This Privacy Policy applies to customers who are individuals, and also to the employees, contractors, service providers and other workers of our customers whether those customers are corporate businesses or individual customers. It describes how we collect, use and process your personal data, and how we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

This Privacy Policy will inform you as to how we look after your personal data whenever that information is provided to us. This includes personal data from our website users, customers, suppliers and other people we may contact in the undertaking of our business. It is important that you read this Privacy Policy so that you are fully aware of how and why we use your data. Please understand that the Privacy Policy may change so in order for you to stay up to date with these changes please note any changes will be posted on our website.

Who we are

Woods Corporate Service Ltd t/a Chariots Express is the controller of your personal data and responsible for our website.

Michael Wood, Managing Director and Gail Rushforth, General Manager are responsible for overseeing questions in relation to the Privacy Policy. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact

Michael Wood, Data Protection Co-Ordinator. Email michael@chariotsexpress.co.uk

Postal address: Grandstand Road, Wakefield 41 Industrial Estate, Wakefield, WF2 0XE.

Gail Rushforth, Data Protection Co-Ordinator. Email michael@chariotsexpress.co.uk

Postal address: Grandstand Road, Wakefield 41 Industrial Estate, Wakefield, WF2 0XE.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

The data we collect about you

Personal data, or personal information, means any information about any individual from which that person can be identified.

We may collect, use and store different kinds of personal data about you as follows:

Contact Data includes billing address, home address, email address and telephone numbers.

Financial Data includes bank account details

Transaction Data includes details about you/your business trading history, including payments from you/your business.

Mandatory Data includes data that we are required to obtain before conducting business with you and/or before providing a service to you, including evidencing your entitlement to drive the relevant vehicles and medical information.

How your Personal Data is collected

We collect data from and about you from direct interactions. You may give us your Contact, Financial and Mandatory Data by corresponding with us directly or by post, phone or email. This includes personal data you provide when you or your business:

- Become a customer
- Apply to become a Supplier
- Contract with us for the provision of a service
- Apply to become an employee

Third parties and publicly available sources

- Identity and Contact Data from publicly available sources such as Companies House.

The purposes for which we will use your personal data are:

- To respond to an enquiry from you.
- To become a customer.
- To provide services to you and to collect and recover money owed to us
- Application to become a supplier

- To manage our business and relationship with you.
- To deal with issues, complaints or disputes with you/your business, and to prevent or detect crime, including fraud.

We do not use your personal data for any marketing purposes and if this should change in the future then we would only share your personal data with your consent.

We will only use your personal data for the purpose for which we collected it. If we need to use your personal data for an unrelated purpose, we will notify you and will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law.

Disclosure of your Personal Data

We may have to share your personal data with:

- External third parties including:
 - Insurance claims administration
 - Vehicle breakdown and recovery services
 - Telematics
- Professional advisers including lawyers, banks, auditors and insurers.
- HM Revenue and Customs, regulators and other authorities.
- Entities involved in credit checking and anti-fraud activities, crime prevention/detection, risk assessment and management and dispute resolution.
- If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

When these third parties are our processors, we require them to respect the security of your personal data to treat it in accordance with the law. We do not allow our third party processors to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. Some of the third parties mentioned above, for example, many professional advisers and HM Revenue and Customs, are controllers who, like us, are subject to specific obligations under data protection law, and who will have their own privacy notices setting out how they deal with personal data.

Data Security

We have in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or

disclosed. In addition, we limit access to your personal data to those employees, agents and other third parties who have a business need to know.

Files - All Customer, Supplier and Employee files are kept in secured filing cabinets which are located in the Managing Directors office. This office is locked outside of business hours and the office is also situated on a secure site which is manned by security 24/7, 365 days a year.

The information held in these files are as follows:

Customers - Information held in order to correctly perform our business duties are:

- Customer Name
- Postal address including postcode
- Authorised named contact providing us with the work
- Contact details for the authorised person
- Contact details for accounting purposes

This information is used daily by 4 members of our staff and is only shared with our invoice financier, Aldermore Invoice Financing, to fulfil our credit agreement and our registered accountants GBAC Ltd, Barnsley.

Supplier - Information held in order to ensure we are buying efficiently and to our benefit are:

- Supplier name
- Postal address including postcode
- Named contact providing us with price and delivery
- Contact details for that person
- Contact details for account purposes

This information is used daily by 4 members of our staff and is only shared with our registered accountants GBAC Ltd, Barnsley.

Personnel - There is a minimum level of information required to correctly and legally operate a company and employ personnel. These include:

- Full Name
- Postal address including postcode
- Date of Birth
- National Insurance Number
- Telephone contact details
- Full Driving Licence details

- Driver Qualification Card
- Driver Card
- Police record if any

This information is shared with two organisations, HMRC for payment and taxation purposes and our Insurance Broker, Hale Kavanagh of Morley for insurance purposes.

We have a legal requirement to hold certain personnel information on file for up to 6 years. When this legal period is over, we destroy and dispose of the information.

We have an absolute commitment to all personnel not to share their details with anyone other than the above unless for lawful reasons.

In-vehicle monitoring

To comply with legal requirements all vehicles over 3.5t are fitted with tachographs, which record driver information including driver name, details of driving periods and rest breaks taken.

In order to promote driver safety and that of other road users, and to provide assistance in establishing facts when an accident occurs, vehicles are also fitted with telematics devices which record various information such as position in the country at any given time and speed of the vehicle.

Electronic Data

We also hold Customer, Supplier and Personnel information electronically. This information is used for internal sales/expenditure reporting processes and is only shared with Aldermore Invoicing Financing, our accountants GBAC Ltd, Barnsley, our Insurance Broker Hale Kavanagh, Morley and HMRC.

Should we experience any breach in personal data we will notify you and any applicable regulator of the breach where we are legally required to do so.

Information held on Company Mobile Phones

Each member of the Transport Office has use of a Company mobile phone. The information stored on each phone is slightly different but generally holds Employee, Customer and Supplier contact numbers.

All Company mobile phones are updated regularly by each individual when prompted by the network provider. All phones have a different security code in order to operate and the information stored is automatically transferred to the iCloud.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for. This is for the purposes of satisfying any legal,

accounting or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data.

By law we have to keep basic information about our Customers and Suppliers, including Contact, Identity, Financial, Mandatory and Transaction Data for six years after they cease being Customers or Suppliers for tax purposes.

We will delete your personal data from our systems if we have not had purposeful contact with you or the company you are working for, for six years. Unless we believe that the law or other regulatory organisations requires us to keep it, for example, tax authorities or in connection with any anticipated litigation.

If an individual has left our customer or supplier we will delete the individual's personal data, unless we believe that the law or other regulatory organisation requires us to keep it.

Please note we may keep a record of any communications to help us resolve any issues.

Your Legal Rights

Under certain circumstances you have rights under data protection laws in relation to your personal data.

If you wish to exercise any of the right below please contact us.

You will not have to pay a fee to access your personal data. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. We also may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or we have received a number of requests.

Request access to your personal data - This enables you to receive a copy of the personal data we hold about you and to check we are lawfully processing it.

Request correction of the personal data that we hold about you - This enables you to have any incomplete or inaccurate data we hold about you corrected, although we may need to verify the accuracy of the new data you provide to us.

Request your personal data is deleted - This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Please note that we may not always be able to comply with your request for deletion for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Data Breach

We are committed to ensure that all information held, either on file or electronically, on Customers, Suppliers and Personnel is protected against any form of unauthorised or unlawful processing, accidental loss, destruction or damage. If such a breach were to happen we:

- Will pass all relevant information onto ICO within 72 hours of becoming aware of it.
- Will inform those affected.
- Will describe the nature of the personal data breach.

Cookies

Woods Corporate Services Ltd t/a Chariots Express recognise and respect the importance of protecting the privacy of visitors to our website.

Our website uses Cookies to enhance your experience and to improve our website. A Cookie is a piece of data transferred from a web server to your web browser or hard drive when you visit a website.

In this Privacy Policy we explain what types of personal data we may come to process and for what purpose:

- Contact details - Name and email address
- User information collected via Cookies such as your IP address

We use personal information collected for the following purposes:

- To provide a service.

We do not share any personal data with third parties and any personal data received is stored in files or electronically and used by Woods Corporate Services

Ltd t/a Chariots Express. We use this information to provide a quote/price or advice on a service you have requested.

Most browsers allow you to refuse to accept Cookies and also allow you to delete Cookies, although this may have a negative impact on the usability of our website.

Your rights

We will only process personal data that is accurate, relevant and necessary in order to perform our business duties. You have the right to control what we do including the right to update, change, withdraw or delete all personal information we have collected.