

PRIVACY POLICY

Arctic Cool Trailer Hire ("We") are committed to protecting and respecting your privacy.

This privacy policy applies between you, the User of this Website and Arctic Cool Trailer Hire, the owners and providers of this Website, Arctic Cool Trailer hire takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website. Please read this privacy policy carefully.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Arctic Cool Trailer Hire, 6 Laburnum Drive, Wembury, PL9 0LQ.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site WWW.ARCTICCOOLHIRE.CO.UK (**our site**) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you use our site, search for a product, place an inquiry via our contact page, or other social media functions on our site, and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number.
- **Information we collect about you.**
 - Contact details: your name, email address, and telephone number so that we can contact you in response to an enquiry you make via our Site or in relation to the products and services that we have from time to time agreed to provide to you;
 - Correspondence: we collect any additional personal data you may provide to us from time to time if you contact us by email, letter, or telephone, through our Site, by submitting a comment on our Site, or by any other means;

We use information held about you in the following ways:

- **Information you give to us.** We use this information:
 - to carry out our obligations arising from any contracts entered between you and us and to provide you with the information, products, and services that you request from us;
 - if you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about services like those which were the subject of a previous service to you. To notify you about changes to our service;
 - ***we never use your information for marketing purposes.***

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- **Information we collect about you.** We will use this information:
 - Your name, email address, and telephone number so that we can contact you in response to an enquiry you make via our site or in relation to the services that we have from time to time agreed to provide to you;
 - **Correspondence:** We collect any additional personal data you may provide to us from time to time if you contact us by email, letter, or telephone, through our site, by submitting a comment on our site, or by any other means;
 - We will retain any Data you submit for 12 months.
 - Unless we are obligated or permitted by law to do so, and subject to any third-party disclosures specifically set out in this Privacy Policy, your Data will not be disclosed to third parties.
 - Any or all of the above Data may be required by us from time to time in order for us to provide you with the best possible service and experience.
 - Internal record keeping.
 - All personal Data is stored securely in accordance with the principles of the Data Protection Act 1998.

DISCLOSURE OF YOUR INFORMATION

We may share your information with selected third parties:

- Arctic Cool Trailers may, from time to time employ the services of other parties for dealing with certain processes necessary for the operation of the Website. The providers of such services do not have access to certain personal Data provided by Users of this Website.

Links to other Websites

- This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the operation of these websites. This Privacy Policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

We may disclose your personal information to third parties:

- If we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Arctic Cool Trailer Hire or substantially all its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, and other agreements; or to protect the rights, property, or safety of Arctic Cool Trailer Hire, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your personal data

Data security is of great importance to Arctic Cool Trailer Hire and to protect your Data we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure Data collected via this website.

All information you provide to us is stored on our secure servers. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

1. Rights to be informed

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. Therefore, we are providing you with the information in this Privacy Policy.

2. Right of access

You have the right to obtain access to your personal data (if we are processing it) and certain other information (like that provided in this Privacy Policy). This is so you are aware and can check that we are using your personal data in accordance with data protection law.

3. Right to rectification

You are entitled to have your personal data corrected if it is inaccurate or incomplete.

4. Right to erasure

This is also known as 'the right to be forgotten' and, in simple terms, enable you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.

5. Right to restrict processing

You have the right to 'block' or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.

6. Right of data portability

You have the right to obtain and reuse your personal data in a structured, commonly used, and machine-readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party.

7. Right to object to processing

You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes (including in each case any related profiling).

8. Right to withdraw consent to processing

If you have given your consent to us to process your personal data for a particular purpose (for example, requesting a quotation), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal data up to that point is unlawful).

9. Right to make a complaint to the data protection authorities

You have the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal data or believe our processing of your personal data does not comply with data protection law.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers, and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £15 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

CONTACT

Questions, comments, and requests regarding this privacy policy are welcomed and should be addressed to arcticcoolhire@btconnect.com.

Dated 09/05/2018