

Clarke Transport Customer Privacy Notice

Under data protection law, individuals have a right to be informed about how the business uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about customers. We, Clarke Transport, are the 'data controller' for the purposes of data protection law. To contact the Data privacy team. (see 'Contact us' below).

The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about customers, includes, but is not restricted to:

- Contact details, contact preferences, payment details
- Details of any product provided, or service received
- CCTV images captured in company sites

We may also hold data about customers that we have received from other organisations or partners in the process of delivering our services.

Why we use this data

We use this data to:

- Provide our services to customers
- Assess the quality of our services
- Comply with the law regarding our service

Our legal basis for using this data

We only collect and use customers' personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We have obtained consent to use it in a certain way
- We are providing a service on a contractual basis
- We need to protect the individual's vital interests (or someone else's interests)

Where we have obtained consent to use customers' personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using customers' personal data overlap, and there may be several grounds which justify our use of this data.

Collecting this information

Whenever we seek to collect information from, we make it clear whether providing it is contractual or optional. If it is contractual, we will explain the possible consequences of not complying.

How we store this data

We keep personal information about customer while they are using our services We may also keep it beyond this if it is necessary to comply with our legal obligations or legitimate interests. Our record retention policy sets out how long we keep your information.

If you would like to receive a copy of our data retention policy, please email gdpr@clarketransport.co.uk and specify how you wish to receive it.

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Data sharing

We do not share information about customers with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about customers with:

- Suppliers and service providers – to enable them to provide the service we have contracted them for
- Our auditors
- Police or HMRC if requested under the Crime and Taxation Bill
- Professional advisers and consultants
- Professional bodies

Transferring data internationally

Where we transfer personal data to a country or territory outside of the United Kingdom, we will do so in accordance with restricted data transfers under the Data Protection Act 2018.

Automated decision making

Clarke Transport does **not** employ any system which incorporate automated decision making, including artificial intelligence, and which may result in the a detrimental effect.

Customers rights regarding personal data

Individuals have a right to make a '**subject access request**' to gain access to personal information that the company holds about them.

If you make a subject access request, and if we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact our Data Privacy team on gdp@clarketransport.co.uk

Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

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To exercise any of these rights, please contact our Data Privacy Team.

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our Data Privacy Team.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **Data Privacy Team**: gdpr@clarketransport.co.uk