

GDPR Privacy Notice for English Rose Collection Ltd

About us

English Rose Collection Ltd (ERC) and its sister company ERC Wedding Cars (ERC W/CARS) are a family run private hire transfer and wedding car service. We have commitment to protect and respect your privacy.

Our privacy policy is in line with the General Data Protection Regulation (the "GDPR") The following basic points that we will cover are:

1. what type of information do we collect
2. How do we get your personal data
3. Technical information collected from you.
4. Why do we need your information and how do we use it
5. Do we share personal data?
6. Where do we store your personal data?
7. Is your data secure
8. How long do we store your personal data?

Please read our policy so that you understand how we will collect, use and process your personal data. If you have any queries or concerns, please contact our office by email mail@englishrosecollection.co.uk or telephone 08450945646

ERC is a limited liability company (number 6004974) established in England with a registered office at 9 Kingdom Close, Segensworth, Fareham PO15 5TJ

1. What types of information do we collect

The only data we store is your name, contact numbers, address, email address and any special instructions given to help us carry out our services eg directions to your property

2. How do we get your personal data

Your company may have set up a corporate account with ERC and the information given to us may be from yourself, your employer or their employees

You or your representative may have given us information by using our booking form, website, social media sites, emailing, telephoning or visiting our office, you may have signed up to our newsletter.

3. Technical information collected from you.

When you visit our Websites, we use goggle analytics to collect information on how you use the website to further our development and marketing

The following data is collected:

1. web browser, network and device used
2. operating system used
3. the time if visit to the website, which pages you visited and the amount of time spent on each page
4. if you came through another website to get to us
5. your network location and IP address

We use cookies to collect information about what you click on when using our website, this is to help us measure the performance of our Website and will help us establish which services are most popular.

It will remember your details and store your preferences. For example when you are using our account booking form it will store personal details.

4. Why do we need your information and how will we use it

As a method of communication to you by either post, email or telephone about your booking.

To form a contract with you about your booking and detail our terms and conditions.

To be able to carry out our chauffeur service as per our contract with you

To respond to your enquiry or to provide details for your request of booking. To provide quotes confirmations, reminders, invoices and receipts.

To be able to evaluate our services to monitor our quality of service. To respond to feedback and complaints and pass on compliments to drivers.

To help us provide a professional, personal efficient service tailored to your individual needs

To meet and comply with the regulations and legal obligations set by Fareham Borough Council

To send newsletters to those who have subscribed to update on our services or to pass on useful information regarding our services.

For statistic and data analysis purposes to help us monitor and improve our services and to identify where people heard of our services

To detect, prevent and report crime.

To return lost property.

5. Do we share personal data?

Personal information is not passed onto others except for reasons described in this privacy policy. It means we do not sell or pass on your personal information to others We only share your information with the following selected recipients

1. Our partner drivers who have been selected by ERC or ERC W/Cars to help carry out our services
2. IT support services selected by ERC or ERC W/Cars to help maintain our booking and communication systems and who have access to our devices
3. Our insurance company and claims company who may require information with regards to insurance claims
4. analytics and search engine providers located in the UK

We would only share information with organisations / authorities if it was either a legal requirement , to enforce our terms and conditions or to address fraud

6. Where do we store your personal data?

The information that we collect from you will be stored on our secure server

7. Is your data secure

The passing of information via emails, texting and the internet is not completely secure, although we will do our best to protect your data we can not guarantee the security whilst being transmitted. When we have received the information containing personal data we will take measures to protect against theft, unauthorised use and loss

8. How long do we store your personal data?

Account information is stored for 7 years from the time of service

Client personal data is stored for 5 years from the last time of use

Lost property is stored for 12 months only

If you wish at any time to opt out of our newsletter, not have your personal data stored other than for current bookings then please notify us otherwise we will continue to hold your data as per this policy.

If you do not agree with this Privacy Notice in general or any part of it, you should not access the Websites, or use our services.

Any changes made to this policy will be posted on this page.

Issue one: May 2018