



## Haulaway Ltd Privacy Policy

Last updated: January 2024

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### **1. Policy Statement**

Our company's privacy policy is applicable to all our employees, workers, and contractors. Haulaway respects and is committed to protecting your privacy. We may choose to store information about you if you are a prospective/existing customer or partner in order to serve your needs better. We will always aim to act in accordance with current legislation and to meet current internet best practice.

### **2. Responsibilities**

When using our website and for the General Data Protection Regulations (GDPR) the data controller and processor is Haulaway Ltd and is located at Premier House, Apex Way, Diplock's Industrial Estate, Hailsham, East Sussex, BN27 3WA. Any personal information we collect from you will be used in accordance with the General Data Protection Regulations (GDPR) that came into force on the 25<sup>th</sup> of May 2018 and any other applicable laws.

### **Safeguarding your information**

Transmission of your information via the internet is not completely secure, however:

- We have taken reasonable steps to protect data in transmission
- We have taken steps to encrypt data during transmission and when standing
- We will never share any stored website passwords we hold
- Data is kept whilst it is still relevant to the reason for collection and/or if we are required to do so by UK law. Once no longer needed, all data is destroyed by secure means.

If you would like more information about the security of your information, please contact [info@haulaway.co.uk](mailto:info@haulaway.co.uk).

### **3. In Practice**

#### **What information do we collect about you?**

We collect information about you when you contact us, register with us, place an order for products or services or as part of our general company administrative procedures which may include managing your account. We also collect information when you voluntarily sign up for our newsletter, complete customer surveys, provide feedback and participate in competitions.



Website usage information is collected using cookies which are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. You can set your browser not to accept cookies or to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

### **How will we use the information about you?**

We may use your information collected from the website to personalise your repeat visits to our website. We may email you about other products and services we think may be of interest to you. In processing your order, we may send your details to and use information from third parties such as, credit reference agencies or any other government regulatory authority. We will not share your information for their marketing purposes with companies outside of Haulaway Ltd.

We may wish to send you information about our products and services as well as industry and regulatory developments. You have the right at any time to opt out from us contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact [info@haulaway.co.uk](mailto:info@haulaway.co.uk).

### **Where is my information held?**

We may store information on third party software platforms and content management systems for the purposes of, but not limited to, client reporting, administration, and email marketing. This means your data may be stored in the UK or international data centres. Your information may also be held by third party suppliers for IT procedures only. All third-party providers are bound by confidentiality and security clauses within the service level agreements agreed.

### **Access to your information and correction**

We want to make sure that your personal information is accurate and up to date. You have the right to request a copy of the information that we hold about you or ask us to correct or remove information you think is inaccurate. If you would like a copy of some or all your personal information, please contact us at Haulaway Ltd, Premier House, Apex Way, Diplock's Industrial Estate, Hailsham, East Sussex, BN27 3WA or email [info@haulaway.co.uk](mailto:info@haulaway.co.uk) and use "access request" as the subject heading.

### **Links to other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

### **Changes to our privacy policy**

We keep our privacy policy under regular review we will place any updates on this web page.



### How to contact us

When using this website and for the General Data Protection Regulations (GDPR) the data controller is Haulaway Ltd at Premier House, Apex Way, Diplock's Industrial Estate, Hailsham, East Sussex, BN27 3WA. Please contact us if you have any questions about our privacy policy or information we hold about you, by email at [info@haulaway.co.uk](mailto:info@haulaway.co.uk).

### 4. Definitions

GDPR – The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union. It also addresses the export of personal data outside the EU.

Data controller – a controller determines the purposes and means of processing personal data.

Data processor– a processor is responsible for processing personal data on behalf of a controller.

Cookies – cookies are small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a particular client and website and can be accessed either by the web server or the client computer.

### Email privacy

Email is not a secure method of communication. If you are not the intended recipient, please notify the sender and delete all copies. All personal data is processed in accordance with UK data protection legislation.

This policy will be kept under regular review. If we make changes, we will revise this Privacy Policy to reflect such changes and update accordingly.

