

PRIVACY NOTICE

1. Introduction

This privacy notice tells you how we, Solstor UK Limited, will collect and use your personal data.

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

2. Who are we?

Solstor UK Limited are a UK based company offering temperature controlled and ambient haulage, acting both as a freight forwarder and operating a fleet of our own vehicles, from offices based in the UK and in Europe.

3. Collection of personal data

The personal data we would like to collect and process on you may be collected from various sources including: personal data you give to us directly or which we collect from other sources or which we collect automatically.

This personal data we collect and process may include:

- your name, address, phone numbers, email address, payment details etc.,
- details of any visits you make to our sites
- records relating to queries or correspondence when you contact us
- certain types of personal data which is received and stored when you use our website, for example personal data obtained through our cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the Solstor site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

Cookie	Name	Purpose
ASP Session (Necessary)	ASPSESSIONID	ASPSESSIONID cookie is a native of ASP and allows websites to store data on the state of the serialization. It is used to establish a user session and to communicate status data through a temporary cookie, commonly called session cookies. Since the cookie ASPSESSIONID does not have a time limit, disappears when you close your browser.
Google Analytics(Performance & Analytics)	__utma, __utmb, __utmc, __utmz, __utmt,	Used to collect information about how visitors use our site. We use the information to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

The personal data we collect will be used for the following purposes, in order to:

- provide goods or services to you under contract with appropriate backing documentation
- provide services to support you after you have purchased goods or services from us
- collect monies owed to us in the course of trading
- effectively process claims occurring in relation to our services
- pay monies due under contract to you
- meet legal and regulatory obligations
- coordinate with third parties to facilitate the delivery of consignments
- offer consignments to third parties
- manage and improve driving standards in order to improve safety and efficiency
- send you details of potential services we are able to offer
- Technical information when using our website, including

Our legal basis for processing for the personal data:

- where we need it to perform or enter into a contract with you
- where you have specifically provided your consent
- where we need it in order to comply with a legal or regulatory obligation

- where it is for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests

Any legitimate interests pursued by us, or third parties we use, are as follows:

- To operate our business effectively, including to protect against fraud, bad debts and legal claims
- To safeguard stakeholders in Solstor UK and the general public

Why does Solstor UK Limited need to collect and store personal data?

In order for us to provide you with a service we need to collect personal data for correspondence purposes and detailed service provision. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy. In terms of being contacted for marketing purposes Solstor UK Limited would contact you for additional consent.

Will Solstor UK Limited share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to Solstor UK Limited in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide to you on our behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with Solstor UK Limited's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

Where we provide links to websites of other company's; this privacy notice does not cover how that company processes personal information. We encourage you to read the privacy notices on the other websites you visit.

How will Solstor UK Limited use the personal data it collects about me?

Solstor UK Limited will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

Solstor UK Limited is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will Solstor UK Limited contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that the organisation holds about me?

Solstor UK Limited at your request, can confirm what information we hold about you and how it is processed. If Solstor UK Limited does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Solstor UK Limited or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?

Solstor UK Limited accepts the following forms of ID when information on your personal data is requested: Passport, driving licence, birth certificate, utility bill (from last 3 months).

3.1 Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used. You may withdraw consent at any time by emailing us at optout@solstor.co.uk.

3.2 Retention period

Solstor UK Limited will process and store your personal data for no longer than is necessary for the purposes described in this document or to satisfy legal and regulatory requirements.

3.3 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Solstor UK Limited refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

3.4 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Solstor UK Limited (or third parties), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Solstor UK Limited's data protection representatives (GDPR owner).

The details for each of these contacts are:

Supervisory authority contact details	GDPR Owner contact details
Information Commissioner's Office Wycliffe House Water Lane, Wilmslow Cheshire, SK9 5AF www.ico.org.uk 0303 123 1113 (local rate) 01625 545 745 (national rate)	GDPR Manager Thames House Thames Road Crayford Kent DA1 4QP www.solstor.co.uk 0044 (0) 1322 923 923