

**At AA Dispatch, we are committed to protecting and respecting your privacy.**



AA Dispatch has always worked within original Data Protection regulations, so GDPR has meant a very limited change for us.

The purpose of our privacy policy is to outline the information AA Dispatch UK Ltd may collect from you or that you provide to us and how we may use that information.

This Policy explains when and why we collect personal information about people who contact us via website, phone or email, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes. By using our services, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@aadispatchukltd.co.uk](mailto:info@aadispatchukltd.co.uk) or by writing to AA Dispatch Uk Ltd, Unit 8, Burrell Way, Thetford, Norfolk, IP24 3QS.

#### **Who are we?**

We are AA Dispatch UK Ltd, company registered in England and Wales under company number 6410416, our registered office is at 1 Collins Way, Dereham, Norfolk, NR19 1GU. We are registered on the Information Commissioner's Office Register, registration number ZA251728, and we act as data controller and processor in relation to information supplied to us to affect a collection, delivery and logistics contract services.

#### **How do we collect information from you?**

We obtain information about you when you contact us, use our website, use our services or You are a recipient of our services. For example, subcontractors, clients, when you place an order, enquiry about logistics or a job vacancy.

#### **Where we store personal information about you?**

The information we obtain from you will be stored at a destination within the European Economic Area ("EEA"). Staff members operating within the EEA who work for or on behalf of us may process this information. Such staff members may, among other things, be involved in the processing of payment Information, the provision of support services and the delivery of your request(s) for us to provide services.

When submitting your Personal Information or any third party Personal Information, you are agreeing to, or have obtained the data subject's consent to, such processing, transfer or storage as outlined above. We will take all reasonable steps necessary to maintain the security of your Personal Information in accordance with this privacy policy.

We store the Personal Information you provide us with on our secure servers. Because the transmission of Personal Information via the internet cannot be assumed completely secure, we cannot guarantee the security of any of your Personal Information transmitted to our site; you are therefore responsible for any risk associated with such transmission. We will however at all times take all reasonable steps to ensure the transmission of your Personal Information is executed as

securely as possible, and upon receipt of your Personal Information we will continue at all times to enforce strict security procedures and features in an attempt to prevent any unauthorised access.

### **What type of information is collected from you?**

The personal information we may collect includes:

IP address

Business Name

Address

Business Contacts,

Various Telephone numbers

Email addresses

VAT and company registration numbers

Bank Account details

Proof of delivery signature

We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

### **How is your information used?**

AA Dispatch UK Ltd Ltd takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We will not share your information with third parties for marketing purposes. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice.

### **We may use your information to:**

To carry out our obligations arising from any contracts entered into by you and us, to fulfil our obligations to you, to collect and deliver goods that you have requested from third parties.

To process an enquiry you have made, to send you service related emails and text messages relating to your consignment delivery.

To provide and to improve our services to you

To process orders that you have submitted;

To notify you of changes to our services;

We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## **Who has access to your information?**

We may use the information to improve our services.

We may periodically send promotional emails about new services, special offers or other information which we think you may find interesting using the email address which you have provided.

**Third Party Service Providers working on our behalf:** We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf .However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the AA Dispatch network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

**Third Party Product Providers we work in association with:** We work closely with various third-party product providers to bring you a range of quality and reliable services designed to meet the needs. When you use one of these services for any collections or deliveries the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share your information with us which we will use in accordance with this Privacy Policy.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## **How can you access and update your information?**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address or any of the other information we hold is inaccurate or out of date, please email us at [info@aadispatchukltd.co.uk](mailto:info@aadispatchukltd.co.uk) or by writing to AA Dispatch Uk Ltd, Unit 8, Burrell Way, Thetford, Norfolk, IP24 3QS. You have the right to ask for a copy of the information AA Dispatch hold about you, we may charge for information requests to cover our costs in providing you with details of the information we hold about you.

We will not be responsible for correcting inaccuracies in third party Personal Information unless you have informed us of such inaccuracies and we will provide you with reasonable assistance in complying with your obligations as data controller under the applicable Data Protection Laws in relation to any inaccurate third-party data.

**Right to be forgotten** – if we no longer have a legal basis to process your Personal Information or if the legal basis that we are relying on is consent and you subsequently withdraw your consent then we will stop processing your personal data. To the extent that you no longer wish to be contacted by

us we will need to maintain a record of that to ensure that we do not contact you again in the future.

You are responsible for ensuring that any third-party request to be forgotten is applied to any third party Personal Information that you send to us, we will provide you with reasonable assistance in complying with your obligations as data controller under the applicable Data Protection Laws in relation to any third-party requests to be forgotten.

### **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

### **Profiling**

We may use your personal information to detect and reduce fraud and credit risk.

### **Use of 'cookies'**

Like many other websites, AA Dispatch website uses cookies. Cookies are small text files placed on your computer that are used when you browse a website. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

### **Contact**

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### **Review of this Policy**

We keep this Policy under regular review, any changes will be posted on this page. This Policy was last updated in May 2018.