



Freightlink Europe Privacy Policy

Who we are

Freightlink Europe Ltd t/a Freightlink Europe ('we' or 'us' or 'our') gather and process personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

This Policy explains how we use any personal information we may receive about you when you use our websites or when you use or are a recipient of our services. Our services are provided to you in conjunction with any of our approved partners

Freightlink Europe Ltd t/a Freightlink Europe registered office is at **Lister's Road, Halifax, HX3 7XA** and we are a company registered in England and Wales under company number **11842575**.

Information that we collect

Freightlink Europe may collect personal information when:

- you use our services to book a collection or delivery
- your information is provided by a driver recruitment or employment agency
- you contact us
- your chosen partner contacts us in order to book a collection or delivery
- you are a recipient of our services

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

We may collect the following types of information:

- Your name
- Address
- Email address
- Landline Telephone Number
- Mobile Telephone Number
- Proof of delivery signature
- Employment history
- Bank account details

Why we collect this information?

We collect personal/company information for the purpose of carrying out your/our customers' collection/delivery requests

We collect agency driver information for the purpose of assessing fitness and legal ability to drive and to comply with our Undertakings as a vehicle operator

We may collect information as part of our recruitment process to assess suitability for employment

We may collect information in order to pay for services provided

Freightlink Europe takes personal privacy very seriously and will never disclose, share or sell personal data without consent; unless required to do so by law. We only retain personal data for as long as is necessary and for the purpose(s) specified in this notice.

The purposes and reasons for processing personal information are detailed below:

- To collect and deliver goods that you/our client or your service provider has requested.
- To enhance and improve your experience of our services
- To send you service related emails and text messages relating to your consignment delivery/collection
- To send you information with regard to our company, industry and regulatory information
- Information about our sister company Freight Train, ADR and driver CPC training courses, consultancy and audits available
- To arrange interviews
- To assess suitability to drive
- To process a payment

How do we collect this information?

Freightlink Europe collects personal information:..

- Directly from you or your service provider e.g. If we receive quotation request /transport enquiry or booking by letter, e-mail or telephone.
- Directly from job applicants e.g. if you submit a job application to us directly via e-mail, letter or through recruitment partners.
- From driver agencies when providing details of temporary drivers
- From DVLA when assessing ability to drive
- Directly from you if you provide a service

Sharing and disclosing your personal information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Freightlink Europe occasionally uses authorised third parties to provide our services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Your personal information may be provided to:

- **Our approved transport partners**
- **Other third parties** – this includes the police, law enforcement agencies, fraud prevention agencies for the purposes of crime detection, prevention and/or legal proceedings, insurers for investigating and processing claims, tachograph analysis agencies for the purpose of analysing tachograph data and working time directive data, telematics companies for the purpose of incident investigation and fuel economic driving, the traffic commissioner to comply with our operator's licence undertaking and our accountants to meet with our statutory requirements

Safeguarding measures?

Freightlink Europe takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction.

How long do we keep your data?

Freightlink Europe retains personal information for only as long as is necessary and we have strict review and retention policies in place to meet these obligations.

- We are required under UK tax law to keep accounts information for a minimum of 6 years. This is destroyed after 7 years.
- Agency drivers - we retain personal information with regard to serious drivers' hours offences or excessive infringements for 5 years in order to be able to respond to any Public Inquiry request. Other analysis is retained for 2 years as this is also used for our working time directive records. Other agency driver personal information is destroyed after 3 months following termination of collaboration
- We retain information regarding personal injury for 3 years
- We retain non successful job applications for 3 months

- We delete payment details immediately after payment the last payment has been made

Legitimate interests

Freightlink Europe may occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out an assessment where necessary to ensure that we have weighed your interests and any risk posed to you against our own interests, ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for the following:

- Sending marketing post and/or emails to business contacts where we have identified our services of being a benefit to a potential business customer or to keep business customers up to date with industry or legislator updates. This may include training dates of our sister company Freight Train. Such communications will be relevant, non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

Your rights

You have the right to access any personal information that **Freightlink Europe** processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws, to exercise your data portability rights, and to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Consequences of Not Providing Data

If some information is not passed on to us then we may not be able to:

- Effect collection of goods
- Process an application to work
- Arrange for payment for services provided

Contacting us

Freightlink Europe only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, you wish to exercise your rights as specified in this notice, raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, please contact us at:

Lesley O'Brien
Freightlink Europe
Lister's Road
Halifax
HX3 7XA

Email: hello@freightlinkeurope.co.uk mark your e-mail for the attention of Lesley O'Brien

You also have the right to lodge a complaint with the supervisory authority

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone: 0203 123 1113