

# Thans Ltd t/a BMS Transport

## General Data Protection Policy

*By visiting this website, you are accepting the practices described in this notice.*

## Privacy and Cookie Policy (May 2018)

### 1. INTRODUCTION

*Thans Ltd t/a BMS Transport (“Company”) take your privacy seriously.*

*This privacy policy describes how and why we obtain, store and process data which can identify you. We may update this policy from time to time and shall indicate on the web site when changes have been made.*

*By visiting this website, you are accepting the practices described in this notice.*

### 2. DEFINITIONS

#### PERSONAL DATA

*“Personal Data” means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).*

#### USAGE DATA

*“Usage Data” is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).*

#### DATA CONTROLLER

*“Data Controller” means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.*

*For the purpose of this Privacy Policy, we are a Data Controller of your data.*

#### DATA PROCESSOR (OR SERVICE PROVIDERS)

*“Data Processor” (or “Service Provider”) means any person (other than an employee of the Data Controller) who processes the data on behalf of the Data Controller. We may use the services of various Service Providers in order to process your data more effectively.*

## **DATA SUBJECT**

*“Data Subject” is any living individual who is the subject of Personal Data.*

## **USER**

*The “User” is the individual using our Service. The User corresponds to the Data Subject, who is the subject of Personal Data.*

## **COOKIES**

*“Cookies” are small pieces of data stored on a User’s device.*

***Cookies** ARE in use within this website; you will be presented with a request for acceptance on first visit, and will be prompted each time should you decline consent.*

## **2. THE INFORMATION WE COLLECT**

*Information is collected from you when you contribute to or use some of the advanced features on the site. The information we collect is clearly set out on the web page on which we collect it. In addition, we may collect your IP address and use cookies unless you configure your web browser not to accept them –*

### **2.1 Types of Data Collected**

#### **PERSONAL DATA**

*While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“Personal Data”). Personally identifiable information may include, but is not limited to:*

- *First name and last name*
- *Email address*
- *Phone number*
- *Place of business*
- *Cookies and Usage Data*

*We may use your Personal Data to contact you with marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the [\*\*unsubscribe link\*\*](#) or instructions provided in any email we send or by contacting us.*

## USAGE DATA

*We may also collect information how the Service is accessed and used (“Usage Data”). This Usage Data may include information such as your computer’s Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.*

## LOCATION DATA

*We may use and store information about your location if you give us permission to do so (“Location Data”). We use this data to provide features of our Service, to improve and customise our Service.*

*You can enable or disable location services when you use our Service at any time, through your device settings.*

## COOKIES

*Under the EU Cookie Directive we are required by Law to fully describe Cookies and their use within this website – where applicable, and to request your consent to their use. Therefore, **when** cookies ARE in use within this website, you will be presented with a request for acceptance on first visit, and will be prompted each time should you decline consent. This site currently uses the following cookies:*

*What is a Cookie?*

*Cookies are small files that allow a website to recognise and track users. There are three types of Cookies related to Privacy Issues and as identified by the ICO:*

*Session Cookies: These are files that allow a site to link the actions of a visitor during a single browser session – most typically those used in internet banking or webmail services. These cookies are not stored long term and are considered “less privacy intrusive” than persistent cookies.*

*Persistent Cookies: These are files that remain on the user’s device (be that laptop, mobile, gaming device etc.) between browser sessions and allow one or several sites to remember details about you, and are most commonly used by online shops to target advertising and greetings towards you, or to avoid you having to provide a password each website visit.*

***First and Third-party Cookies: A first-party cookie is one set by this website. A third-party cookie is one issued by a different server to this website and could be triggered by a hyperlink to that site or a banner advert within this site.***

***Use of first party Cookies in this website for the purpose of Analytics: This website uses Google Analytics for the purposes of improving the site's performance and content for everyone. Specifically, Google Analytics is completely anonymous and simply allows us to evaluate, for example:***

- ***What are the most popular pages on my site?***
- ***What pages don't visitors appear to like?***
- ***What browsers are my visitors using?***
- ***What days or times bring the most visits?***

***Google Analytics currently sets 4 cookies with the following lifespans – a session cookie, a 24hr cookie, a 6mth cookie and a 2 year cookie.***

***This information is not shared with anyone – for the purpose of maintaining the site's accessibility and performance, and of assessing and enhancing page content and website usability for their customers' benefit.***

***Please note – if you subsequently do not wish to accept cookies from this website then you will need to delete the stored cookies from within your browser options settings.***

### **3. WHY WE COLLECT IT**

***Additional to the above, we collect information about you so that we can personalise your use of the site, assist your use of the site and improve the site generally. We may also use your data, or permit selected third parties to use your data, to provide you with information about services which may be of interest to you and we or they may contact you about these by post or telephone.***

#### **3.1 Use of Data**

***Thans Ltd t/a BMS Transport may use the collected data for various purposes:***

- ***To provide and maintain our Service***
- ***To notify you about changes to our Service***
- ***To allow you to participate in interactive features of our Service when you choose to do so***
- ***To provide customer support***
- ***To gather analysis or valuable information so that we can improve our Service***
- ***To monitor the usage of our Service***
- ***To detect, prevent and address technical issues***

- *To provide you with news, offers and general information about other services and events we offer that are similar to those that you have already enquired about or been involved with, unless you have opted not to receive such information*

### **3.2 Retention of Data**

*Thans Ltd t/a BMS Transport will retain your Personal Data only for as long as it is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.*

*Thans Ltd t/a BMS Transport will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter periods of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.*

### **3.3 Transfer of Data**

*Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your country or other governmental jurisdiction, where the data protection laws may differ than those from your jurisdiction.*

*If you are located outside the United Kingdom and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United Kingdom and process it there.*

*Your consent to this Privacy Policy, followed by your submission of such information, represents your agreement to that transfer.*

*Thans Ltd t/a BMS Transport will take all of the reasonably necessary steps to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of Personal Data will take place to an organisation or a country unless there are adequate controls in place, including the security of your data and other personal information.*

## **4. WHO WE DISCLOSE IT TO**

*4.1 We will only pass on information about you as an individual to The British Association of Removers Ltd (BAR) because we are members of their Trade Organisation companies to enable them to perform the services as requested by you or with your prior consent.*

*4.2 In certain circumstances we may need to disclose information about you if you breach this privacy policy or if you breach the Terms and Conditions. We may also*

*disclose or access your account if required to do so by law or by any UK Governmental body.*

*4.3 We will only pass on information about you as an individual (as opposed to aggregate information) to third parties to enable us to perform services requested by you.*

#### **4.4 Legal Requirements**

*Thans Ltd t/a BMS Transport may disclose Personal Data in the good faith belief that such action is necessary to:*

- To comply with a legal obligation*
- To protect and defend the rights or property of Thans Ltd t/a BMS Transport.*
- To prevent or investigate possible wrongdoing in connection with our services.*
- To protect the personal safety of users of our services or the public.*
- To protect against legal liability.*

### **5. DATA PROTECTION**

*The Company is registered with the Information Commissioner in the UK as a “data controller” in accordance with the provisions of the General Data Protection Regulations (GDPR). Further details of the registration are available at <https://ico.org.uk>*

### **6. SECURITY**

*Keeping information about you secure is very important to us and certain sections of the site may encrypt data using SSL or a comparable standard. However, no data transmission over the Internet can be guaranteed to be totally secure. As a result, whilst we strive to protect your personal information, we cannot ensure or warrant the security of any information that you send to us, and you do so at your own risk.*

### **7. AUTOMATED DECISIONS**

*Parts of this website are automatic and we may process your personal data as part of this website.*

### **8. YOUR RIGHTS**

*Thans Ltd t/a BMS Transport aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.*

*Whenever possible, you can update your Personal Data by contacting us directly to make the required changes.*

*If you wish to be informed of what Personal Data we hold about you and if you want it to be removed from our records, please contact us.*

*In certain circumstances, you have the right to:*

- *access and receive a copy of the Personal Data we hold about you*
- *rectify any Personal Data held about you that is inaccurate*
- *request the deletion of Personal Data held about you*

*Please note that we may ask you to verify your identity before responding to such requests. We will always let you have a copy of personal information we have about you, should you request it, and you may correct it if you wish. Instructions about how to do this are available by contacting us.*

## **9. LINKS TO OTHER SITES**

*Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.*

*We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.*

## **10. CHILDREN'S PRIVACY**

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information of Children under the age of 18. If you are a parent or guardian and you believe that your Child/Children may have provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from Children without verification of parental consent, we will take the appropriate steps to remove that information from our records.

## **11. QUESTIONS?**

If you have any questions or complaints relating to this Privacy Policy or how we use the personal information we have about you, please contact us. We will endeavour to respond to you promptly.

## **12. CHANGES TO THIS PRIVACY POLICY**

We may update our Privacy Policy from time to time. Any changes to this Privacy Policy will be notified within the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the “last updated” date at the bottom of this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **13. OUR REGULATORY INFORMATION**

***Thans Ltd t/a BMS Transport***

**Registered Office: Unit 10 Saxon Business Centre Windsor Avenue LONDO SW19 2RL**

**Registered in England & Wales: Company No. 7584378**

**VAT No: GB 123792610**