

TWE Haulage Ltd Privacy Policy (Customer)

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".

Who we are

TWE Haulage Ltd ("TWE") is a Haulage company in the UK who provide dedicated road haulage around the UK, overnight pallet distribution around the UK and Ireland via THE Pallet Network and pallet storage.

When we refer to "we" or "our" or "TWE" we are referring to TWE Haulage Ltd.

How we use your information

We, TWE Haulage Ltd, will collect and use your personal data for the delivery of transport and logistics services and to fulfil any contractual agreements between us or one of our partners using/providing our services. This information is used to process your orders, manage your account and to correspond with you in relation to your activities with us.

Why does TWE need to collect and store personal data?

In order for us to provide you with our transport/logistic services we need to collect personal data for the purpose of correspondence, delivery of services and billing. 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 TWE Haulage Ltd would contact you for additional consent.

Who will have access to your personal data?

TWE Haulage Limited will ensure that any personal data held will be accessible only by those TWE employees who require direct access to the data to perform their duties correctly and ensure Company legal compliance. Any data used by TWE will not be shared un-necessarily with other members of staff or third parties. The data will be password protected and will not be accessible by either PC or servers and any physical data will be held in locked in a filing cabinet until such time as it becomes un-necessary when it will be archived or shredded in accordance to our Privacy policy.

Will TWE share my data with anyone else?

We may pass your data on to third-party service providers contracted to TWE Haulage Ltd 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 services as contract with TWE Haulage Ltd. When they no longer need your data to fulfil this service, they will dispose of the details in line with TWE Haulage Ltd 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.



How will TWE Haulage Limited use the personal data it collects about me?

TWE Haulage Ltd 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 endeavor to keep your information accurate and up to date, and not keep it for longer than is necessary. TWE Haulage 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 TWE Haulage 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.

How long will TWE retain my information?

We will hold your 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 TWE. We may also retain your information for longer if we need it for insurance or legal purposes.

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

TWE Haulage Limited at your request, can confirm what information we hold about you and how it is processed. If TWE Haulage 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 TWE Haulage 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?

TWE Haulage Limited accepts the following forms of ID when information on your personal data is requested:

- Photo ID (Driving License, Passport, Union Card, Identity card)
- Address ID (Council Tax, Utility Bill, Bank Statement)

Contact details of the Data Protection Manager / GDPR Owner:

Write to us:

Data Protection Manager, TWE Haulage Ltd, Unit 1, Clearway House Industrial Estate, Overthorpe Road, Banbury, OX16 4US

Email us

dataprotection@twehaulage.com

