



01621 819488 ~ 01245 201687 ~ 01376 465001

[info@mr-o-removals.co.uk](mailto:info@mr-o-removals.co.uk) ~ [www.mr-o-removals.co.uk](http://www.mr-o-removals.co.uk)

# Privacy Policy

At Mr O Removals, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Our privacy policy was last updated on the 25<sup>th</sup> May 2018. If we update this policy, we'll post any changes on our website.

## WHO ARE WE?

For the purpose of GDPR the data controller is Mr O Removals. The business was formed in 2012 with the aim of providing high standard removals services to homes and businesses all over the UK.

Mr O Removals complies with its obligations under GDPR, by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

## OUTLINE OF THE PRIVACY POLICY

We are committed to protecting your privacy and this policy outlines what information we collect from you, how it is collected, why it is being collected, how it will be used and who it will be shared with. We do not sell your information to any third parties and do not intend to do so in the future. We use the information collected about you for our marketing purposes and to enhance your experience when visiting the site. We are registered with the Data Protection Act.

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That's why we have developed this privacy policy, which:

- sets out the type of personal data that we collect
- explains how and why we collect and use your personal data
- explains when and why we share personal data within Mr O Removals
- explains the rights and choices you have when it comes to your personal data

We offer a wide range of products and services, so we want you to be clear about what the Policy covers. This policy applies to you if you use our services (referred to in this Policy as "our Services").

## HOW DO WE COLLECT INFORMATION FROM YOU?

We collect and use your Personal Information in accordance with this Privacy Policy

We can get your personal information when you:

- Buy a product or service from us
- Ask us for more information about a product or service, or contact us with a question or complaint

We may also use the information we collect to send you our monthly newsletters. If you would rather not receive this information, you may opt out by un-subscribing to the mailing at any time.

We also monitor customer traffic patterns and site usage to help us develop the design and layout of the site.

## WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

The information we may collect about you depends on the products and services you use and subscribe to. It could include the following:

- Your name, address or location, telephone number, IP address, gender, company name and email address.
- Information enabling us to provide products and services to assist you in your relocation.
- Credit or debit card information, information about your bank account number and sort code or other banking information
- Your contact with us – such as a note or recording of a call you make to one of our offices, an email or letter you send to us or other records of any contact you have with us

We'll also get information on how you use our products and services, such as:

- The phone numbers that you call or send messages to (or the phone numbers that you receive these calls and messages from)
- The date, time and length of the calls and messages you send or receive through our network, and your approximate time these communications take place

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

## **HOW DO WE USE YOUR PERSONAL INFORMATION?**

We may use and analyse your information to:

- Keep you informed generally about new products and services via our monthly Newsletter (unless you choose not to receive future marketing messages)
- Respond to any questions or concerns you may have about using our products or services
- Prevent and detect fraud or other crimes, recover debts or trace those who owe us money

We'll store your information for as long as we have to by law. If there's no legal requirement, we'll only store it for as long as we need it. We'll also keep some personal information for a reasonable period after your contract has finished – just in case you decide to use our services again.

## **SHARING YOUR PERSONAL INFORMATION**

We may share information about you with:

- Partners or agents involved in delivering the products and services you've ordered or used
- Debt collection agencies or other debt recovery organisations
- Law enforcement agencies, regulatory organisations, courts or other public authorities if we have to, or are authorised to by law

We will not share any of your personal information to any Third Party Service Providers.

## **HOW DO WE PROTECT YOUR INFORMATION?**

As required by the UK Data Protection Legislation, we follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

## **YOUR CHOICES**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

You can choose to opt out of all marketing communications or to opt out of marketing in one of several ways (such as email).

We will not contact you for marketing purposes by email, phone, post or text message unless you have given your prior consent.

## **YOUR PRIVACY RIGHTS**

You can write to us at any time to get a copy of the personal information we hold about you. You can do this by filling in the contact us form available via the website. Alternatively, you can email [info@mr-o-removals.co.uk](mailto:info@mr-o-removals.co.uk)

If you believe we're holding inaccurate information about you, please contact our customer services team (through the 'Contact Us' page on our website) so we can correct it.

You have the right to ask for a copy of the information Mr O Removals hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

## **COMPLAINTS AND CUSTOMER SERVICE POLICY**

If you have a complaint about any aspect of your purchase you should first send details of your complaint by email to: [info@mr-o-removals.co.uk](mailto:info@mr-o-removals.co.uk)

The complaint will be investigated and overseen by the Client Services Manager who will review the complaint and determine the action to be taken.

You will be contacted with a response from the Client Services Team within 7 days.

If the response to the complaint is not satisfactory you should then write to the Managing Director.

Mr O Removals operates under UK law.

## **YOUR CONSENT**

By using our website, you consent to the collection and use of this information by Mr O Removals, for the reasons outlined in our privacy statement. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect and how we use it.

## **DISCLAIMER**

The contents of this website are for general information only and for use by our clients.

We will not be liable for any damages of any kind resulting from your use, attempted use or inability to use this website (including, but not limited to damages for any consequential loss or loss of business opportunities or projects, or loss of profits) howsoever arising.

Whilst every effort is made to ensure that all information on [www.mr-o-removal.co.uk](http://www.mr-o-removal.co.uk) is correct, we cannot be held responsible for the quality, accuracy, efficacy, completeness, timeliness or performance of the website or any of its contents.

We do not guarantee that the web site will operate error-free or that the web site and its server are free of computer viruses or other harmful mechanisms. Each individual user is responsible for ensuring that their PC / laptop is protected against any such viruses and Mr O Removals accepts no liability for the repair of any of your equipment caused by choosing to use [www.mr-o-removals.co.uk](http://www.mr-o-removals.co.uk)

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