



## Privacy Policy

This privacy policy is a guide to how Prestige Courier Services Ltd uses and protects any information that you may give us when you use our services and website.

Prestige is committed to ensuring that your privacy is protected. Any information you provide us which you can be identified by will only be used in accordance with this privacy statement. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is Prestige Courier Services Limited, Unit 4 River Reach, Gartons Way, London, SW11 3SX.

### 1. What we may collect.

We may collect and process the following data about you:

- Information that you provide to us on the telephone, on our website [www.prestigecarsandcouriers.co.uk](http://www.prestigecarsandcouriers.co.uk) or on our mobile application. This includes information provided at the time of making bookings for our services or for any other reason if you need to make a complaint or report a problem with our site or our app.
- If you contact us, we may keep a record of that correspondence. If you contact us by telephone, your telephone call may be recorded.
- Details of transactions you carry out through our site or our app and of the fulfilment of your bookings.
- Details of your visits to our site and our app and the resources that you access.

## IP ADDRESSES AND DEVICE INFORMATION

- We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.
- We may collect information about your mobile telephone or handheld device or any computer you may use to download or stream a copy of our app onto your Device, including, where available the Device's or Computer's unique Device identifiers, operating system, browser type and mobile network information as well as the Device's telephone number, for system administration.
- When you use one of our location-enabled services, we may collect and process information about your actual location. Some of our services require your personal data for the feature to work. If you wish to use a particular feature, you will be asked to consent to your data being used for this purpose. Your consent can be withdrawn at any time by switching off the location-based services on your Device. If you require further details of how we use location based services, you can request such information by contacting us at [bookings@prestigecarsandcouriers.co.uk](mailto:bookings@prestigecarsandcouriers.co.uk).

## COOKIES

Our website uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and allows us to improve our site. A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive. We use Session ID and Persistent Cookies. These cookies make it quicker and easier to book. You can block cookies by activating the setting on your browser that allows you to refuse the setting of some or all the cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

## WHERE WE STORE YOUR PERSONAL DATA

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safe-guard and secure the information we collect. All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share the password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although

we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site or our app; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### USES MADE OF THE INFORMATION

- to carry out our obligations arising from any bookings that you have made with us
- to sharing such information with third party fulfilment companies for the purposes of fulfilling a booking requested by you which is not being carried out by us;
- to ensure that content from our site and our app is presented in the most effective manner for you and for your computer;
- to provide you with information, products or services that you request from us or which we feel may interest you, where (if required to do so) you have consented to be contacted for such purposes;
- to allow you to participate in interactive features of our service, when you choose to do so; and
- to notify you about changes to our service.
- If you are an existing customer of ours, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which we have previously supplied to you.
- If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please let us know by ticking the relevant box situated on the form on which we collect your data.

#### DISCLOSURE OF YOUR INFORMATION

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about our services and offers.

#### CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page.

#### CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [bookings@prestigecarsandcouriers.co.uk](mailto:bookings@prestigecarsandcouriers.co.uk).