

# Privacy Notice

This is the privacy notice of H G Rent (Airfreight) Ltd. In this document, "we", "our", or "us" refer to H G Rent (Airfreight) Ltd.

## Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. Regarding our website, we regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.
3. We take seriously the protection of your privacy and confidentiality. We understand that all customers and suppliers of H G Rent (Airfreight) Ltd and all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through the course of business or through our website.

## The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

## 1. Information we process for contractual reasons

For the majority of our customers, data will be processed on a **contractual basis** whereby processing is necessary for us to honour the contract between you and H G Rent (Airfreight) Ltd (e.g. providing the service requested) or in order to take steps at your request prior to entering into a contract (e.g. providing a quotation).

## 2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply, e.g. requesting a quotation or filling in the contact form on our website.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us [info@hgent.co.uk](mailto:info@hgent.co.uk).

## 3. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our organisation
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a duty to do so

## **4. Information we process because we have a legal obligation**

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

## **Specific uses of information you provide to us**

### **1. Sending a message to our team**

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

## **Disclosure and sharing of your information**

### **1. Credit reference**

To assist in combating fraud, we may share information with credit reference agencies.

### **2. Data may be processed outside the European Union**

We may use outsourced services in countries outside the European Union in the course of our business. Accordingly data obtained within the UK or any other country could be processed outside the European Union. For example, some of the carriers we use may be based in the United States of America or in Australia. We expect the highest of data protection standards from businesses we work with outside the European Union.

## **Access to your own information**

### **1. Access to your personal information**

1.1. At any time you may review or update personally identifiable information that we hold about you.

- 1.2. To obtain a copy of any information you may send us a request at [inf@hgrent.co.uk](mailto:inf@hgrent.co.uk).
- 1.3. After receiving the request, we will tell you when we expect to provide you with the information.

## 2. Removal of your information

If you wish us to remove personally identifiable information, you may contact us at [info@hgrent.co.uk](mailto:info@hgrent.co.uk).

**This may limit the service we can provide to you.**

## 3. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

## Other matters

### 1. How you can complain

- 1.1. If you believe that any of the information we hold about you or your organisation is incorrect or incomplete, please let us know and we will update our records.
- 1.2. If you are not happy with our privacy policy or if you have any complaint then you should tell us by email. Our address is [info@hgrent.co.uk](mailto:info@hgrent.co.uk).
- 1.3. If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
- 1.4. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

### 2. Retention period for personal data

We keep your personal information for at least as long as required by us:

- 2.1. to provide you with the services you have requested;
- 2.2. to comply with other law, including for the period demanded by our tax authorities;
- 2.3. to support a claim or defence in court.

*This may mean that we keep your information after our professional relationship has ended.*

### **3. Compliance with the law**

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our services or visit our website.

### **4. Review of this privacy policy**

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted on our website on the day you use our website or those attached to any correspondence at the time of such correspondence. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us.