

Privacy notice for new Customers

2022

What is the purpose of this document?

Edge Transport Ltd is a "data controller" which means that we are responsible for deciding how we hold and use personal information that may be obtained during our trading relationship with your company.

Edge Transport Ltd is also a "data processor" which means we are responsible for processing personal data that your company provides us with for the purposes of transporting or storing freight on your instructions.

We are required under data protection legislation to notify you of the information contained in this privacy notice. This notice applies to all Customers and we may update this notice at any time.

Data protection principles

We will comply with data protection law. This says that the personal information we hold must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The kind of information we hold about our customers

We will collect, securely store, and use the following categories of information relating to our customers:

-  Company registration, VAT number and bank account details
-  Credit reference records including Director names
-  Insurance details and claims processed
-  Records of activity on your account and financial transactions
-  Product and order information where manifested by you or provided to us on documentation

The kind of personal information we hold about you, other employees working for our customers, and collection or delivery points notified to us

We will collect, store, and use the following categories of personal information about you and other employees working for our customers. We do not collect or store any sensitive personal information that falls under the "special categories" data.

-  Contact details such as name, title, addresses, telephone numbers and email addresses
-  Records of communication such as telephone calls, emails, meetings and postal correspondence
-  CCTV footage recorded of visitors on our site and captured by technology fitted in our vehicles
-  Locations, telephone numbers, contact names, email addresses and opening times for any collections or deliveries we make under your instruction

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How we will use personal information

We will only use personal information when the law allows us to, for the purposes for which we collected it or compatible purposes.

-  Where we need to process consignments, physically transport goods and provide proof of delivery documentation
-  Where we need to administer your company's account with us, for general business communication and maintaining our trading relationship
-  Where we need to comply with a legal obligation
-  Where it is necessary for our legitimate interests (such as to prevent fraud) and your interests and fundamental rights do not override those interests

Data Sharing

We will not share any of personal information with third parties unless required by law, where it is necessary to administer the working relationship with your company or where we have another legitimate interest in doing so.

Where we use a sub-contractor or the Palletline network to fulfil a contractual obligation, or need to process a claim for loss or damage to goods whilst in our care, we will ensure that only the minimum personal information is shared that the trusted third party has confirmed that they have sufficient procedures in place to process and store the information securely.

Data security

We have put in place measures to protect the security of personal information. Details of these measures are available upon request. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

We will only retain personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your rights in connection with personal information

If you want to review, verify, correct or request erasure of any of your personal information held or object to the processing of your personal data please contact Elin Bamber, Accounts Controller, in writing.

Compliance

We have appointed a compliance officer (CO), Elin Bamber - Accounts Controller, to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the CO. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO). Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates.