

Privacy Notice

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data and keep it safe. We hope the following information will answer any questions you have but if not, please do get in touch.

The law of GDPR sets out a number of different reasons for which a company may collect and process your personal data.

What personal data do we collect?

Your personal data is any information which identifies you, or which can be identified as relating to you personally. For example, name, address, phone number or email address. We will only collect the personal data that we need to provide you with the best service.

When do we collect your personal data?

Personal data is provided by you when interacting with us.

- When you request a quote
- When you visit our website to buy products and services
- When placing an order via phone, in person or website
- When you create an account with us
- When you contact us with any queries, complaints etc.

How will the data be used?

We want to send you information about your shipment. To do this, we need your personal data to enable us to process any orders that you make whether that's online, over the phone or by visiting one of our offices. Without this information, we would be unable to comply with our legal obligations.

It is in our legitimate interest to send you sailing cards informing you of sailing dates. Of course, if you don't want to receive these just let us know and opt out.

How do we protect your data?

We know how much data security matters to all our customers. With this in mind, we will treat your data with the upmost care and take the necessary steps to protect it. The following measures are taken to secure your information:

- Access to all databases are password protected
- Using secure servers to store your information

- Verifying the identity of all employees wishing to access the information prior to accessing
- Secure Sockets Layer (SSL) software is used to encrypt any payment transactions you make via our website

The legal bases we rely on for collecting your data:

Consent

With your consent, we can collect and process your data.

Contractual Obligation

We will need your details to follow through with our contractual obligation of delivering our services to you.

Legitimate Interest

In specific situations, we require your data to pursue our legitimate interests in a way which might be reasonably expected as part of running our business. This would not materially impact your rights or interests.

Legal Compliance

If the law requires us to, we may need to collect and process your data.

Who do we share your personal data with?

We don't share your information with any unnecessary third parties.

We only disclose your personal information with our trusted agents in the destination country who act on our behalf. These are required to treat the information only for the purpose for which it's provided and in accordance with this policy.

To comply with legal regulations, we also share your information with customs in the destination country.

We may also disclose your information to a third party if we are required to do so by law and governmental regulation, or if disclosure is necessary to support any criminal or legal investigation by law enforcement.

How long will we keep your personal data?

We will only ever keep your data for as long as necessary for the purpose it was collected for. Our retention periods are in line with legal and regulatory requirements or guidance.

Order Information – Once you've placed an order and received an invoice, we retain this information in accordance with our financial obligation to retain records for tax purposes for 6 years, following the end of the financial year in which you place your order.

What are your rights?

- To access the personal data we hold about you, free of charge unless excessive.
- To correct any personal data when incorrect, out of date or incomplete.
- To withdraw your personal data from our database.
- That we stop using your data for direct marketing.

Contact

If you have any questions regarding the way in which we collect and process your personal data, please contact JP Logistics Solutions at:

UK Contact:

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