

FOR YOUR INFORMATION

Privacy Policy

This privacy policy sets out how William Kellett & Sons Limited uses and protects any information that you provide to William Kellett & Sons Limited either online, in person or over the telephone.

William Kellett & Sons Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified either online, in person or over the telephone, then you can be assured that it will only be used in accordance with this privacy statement.

William Kellett & Sons Limited may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 01/05/2018.

What we collect

We may collect the following information:

Identity Data: name, job title, employment details, proof of ID inc Driving Licence, Utility Bills, etc.

Contact Data: contact information including but not limited to address, phone number, email address.

Demographic Data: information such as postcode, preferences and interests

Usage Data: other information relevant to customer surveys and/or offers in relation to our offers.

Financial Data: including but not limited to banking details, credit/debit card information, charges & payment history, income and credit reference data.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

We process personal data to meet our legal obligations of accurate internal record keeping, understand your needs and provide our services. We may also use your information to contact you for research purposes.

We may contact you by email, phone, fax or postal mail. We may use the information we gather internally to improve our products and services. We may use the information to customise the marketing we send to you. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address or other contact details you have provided. From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

Data Security - 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 processes to safeguard the information we collect both online and on paper. Our data security is subject to ongoing updates and reviewed on a continual basis. We may at times engage external third parties to assist us who operate under the duty of confidentiality.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

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- whenever you are asked to fill in a form on the website, click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us via post or by emailing us at unsubscribe@flbp.uk

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. If you have any queries in relation to this policy or you would like a copy of the information or wish to update the personal data we hold on you then you must contact us by email at dpo@economyvan.com or by writing to the Data Protection Officer, William Kellett & Sons Limited, Security House, Factory Lane Business Park, Penwortham, Preston, PR1 9TD.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect. You may choose to restrict the collection or use of your personal information for marketing purposes: if you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used for direct marketing purposes. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by clicking unsubscribe link in any marketing email or by writing to us by email at unsubscribe@flbp.uk

Data Retention Policy – We will maintain a record of your personal data following your use of our services for a minimum period of seven years in order to meet our legal, regulatory and accounting obligations. If we are required for any reason to hold your data for any longer then we will only do so in our legitimate interest, however we will consider any potential security risks to data when making such a decision in order to ensure the safeguarding of the personal data.

Transfer of Data – We will not transfer your data outside of the EEA, except to another third country offering the same level of protection. We may choose to sell, transfer or merge parts of our business or acquire other assets. If such a change happens with our business, these terms will still apply and the new entity will control/process your data as outlined in this privacy notice.

Legal Rights – Under current EU and UK law you have the right to protection of your personal data. This includes the following rights: the right to be informed, the right of access, the right to rectification, the right to erasure, the right to restrict processing, the right to data portability, the right to object and, finally, rights in relation to automated decision making and profiling. Your statutory rights are not affected.

The rights listed above may only apply in certain circumstances and if we are otherwise compelled to retain and process your data we may not always be in a position to comply with your specific request. We will endeavour to respond to your subject access request within one month of receipt, but this may take longer if your request is detailed or complex in nature or if you have made a number of similar requests. You will not have to pay a fee in order to exercise these rights, however where any requests are deemed to be unfounded, repetitive or excessive we may refuse to comply with your request. If you are not satisfied with how we have handled a subject access request then you must in the first instance contact The Data Protection Officer by emailing dpo@flbp.com or writing to Data Protection Officer, William Kellett & Sons Limited, Security House, Factory Lane Business Park, Penwortham, Preston, PR1 9TD. If you remain unsatisfied, you can raise a complaint with the Information Commissioner's Office, of which we are registered members. They will advise you that you must have exhausted our internal processes before they will accept an official complaint.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please email dpo@flbp.com or write to: The Data Protection Officer, William Kellett & Sons Limited, Security House, Factory Lane Business Park, Penwortham, Preston, PR1 9TD.

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Lawful basis for personal data processing

Consent – By providing your details to William Kellett & Sons Limited (and/or any third party for whom we act as an agent), you consent to us contacting you to discuss both your initial enquiry and any subsequent negotiations along with any other relevant communications and direct marketing. Your consent can be withdrawn for the purposes of marketing at any time, however, we may still be required to retain your details on file for a number of other purposes as outlined below.

Contract – If you have entered into business with us (and/or any third party for whom we act as an agent) on a contractual basis then we are legally required to hold and process the personal data you have provided in order to comply with our obligations under such contract. This may also apply where you have begun discussions with us (and/or any third party for whom we act as an agent) as a first pre-contractual step towards negotiations of a contract, at which point we will be required to process your personal data in order to progress towards any potential contractual agreement and to exercise the performance of any such contract.

Legal Obligations - There are numerous instances where William Kellett & Sons Limited may be subject to a legal obligation under both EU and UK law which may require personal data to be held and processed in order for us to fulfill such legal obligations and remain compliant with the law. This does not mean that there must be a legal obligation specifically requiring the specific processing activity – however, data may be held in order to comply with a number of regulatory requirements, such as: The Proceeds of Crime Act 2002, The Immigration Act 2014; The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017; to name just a few recent pieces of legislation under which we are obliged to retain relevant records.

Vital Interests – As a responsible business operator, William Kellett & Sons Limited will require personal data for all occupiers of property or vehicle rental and other personal data which may be held for processing in order to secure the vital interests of the subject or of another natural person. This vital interest includes but is not limited to medical emergencies and other emergencies.

Public Task – William Kellett & Sons Limited will provide personal data to external official authorities in line with our legitimate interest in order to allow said official authority to carry out its public task/duty. This includes, but is not limited to public authorities, Police, local councils, private utility companies and private water companies who rely on the public task basis to process personal data. This is because they are considered to be carrying out functions of public administration and they exercise special legal powers to carry out their services in the public interest.

Legitimate Interest – As a commercial entity, it is within William Kellett & Sons Limited legitimate interest not only to abide by its contractual and legal obligations (including vital and public interests) but to pursue the growth and sustainability of our business and relationships with all clients and contacts. It is in this regard that we may contact you in relation to any previous transaction or communication to offer our services, using personal data which you may have previously provided, wherever reasonable. We will pursue our commercial interest with minimal privacy impact and without overwhelming the data subject's interests or causing intrusive/unwarranted harm.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

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How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

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Disclaimer - The information contained in an email, any attachment or in any document (either digital or physical) is intended only for the addressees and may contain privileged and confidential information which is believed to be correct at the time of transmission. Any offers, negotiations or comments contained within an email or any document (either digital or physical) are subject to contract and are made without prejudice. Any views or opinions expressed are solely those of the author and do not necessarily represent those of William Kellett & Sons Limited. The information contained in any document (either digital or physical) does not constitute specific advice or recommendation and is for general interest only. You should perform your own research and seek professional advice before making any decision to purchase or invest in property. If you are not the intended recipient of a communication, you must neither take any action based upon its contents, nor copy or show it to anyone. The unauthorised use, disclosure, copying or alteration of any communication, attachment or document is forbidden and they remain the property of William Kellett & Sons Limited and copyright is reserved by them. Files are current only at the time of attachment and use of any attached content is at the recipient's own risk. William Kellett & Sons Limited will not be liable for direct, special, indirect or consequential damage as a result of any malicious program being passed on or arising from alteration of the contents of any communication by a third party. Please contact the sender if you believe you have received a communication in error.