

Envirovan LTD Privacy Policy

Our contact details

Name: ENVIROVAN LTD

Address: UNIT 7, SWINBORNE COURT, BASILDON, ESSEX, SS131QA.

Phone Number: 01268 728630

E-mail: HIRE@ENVIROVAN.COM

PRIVACY POLICY UPDATED 13/07/22 in accordance with the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018. By using and entering details in to this website you agree to the terms of this policy. For the purpose of the General Data Protection Regulation 2018 ("GDPR"), the data controller is Envirovan LTD. This notice explains what data we collect, how it is obtained and how it is used.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Questions, queries or feedback you may leave, including your email address.
- Drivers licence details
- Proof of address such as utility bills and bank statements.
- If you pay for your rental at the time of booking you will be asked to enter your card payment type, card number, expiry date and CVV number. Sensitive credit card information will never be stored after authorisation.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you. This information is collected via but not limited to the following:

- Envirovan Website
- A phone call made to the Envirovan office
- In person at the Envirovan Office
- Via email sent from Envirovan email addresses

This is collected for one of the following reasons:

- Provide you with goods/services that you have requested
- Contact you in relation to your account
- Gather feedback to improve our services
- Respond to any feedback you send us, if you've asked us to

We use the information that you have given us in order to process personal information on our customers to fulfil our contractual obligations to them, the processing of this personal information is necessary to provide you with goods and/or services.

We do not sell or share information disclosed to us but may have to share information with authorities to prevent crime in accordance with the Data Protection Act & Data Protection Regulation 2018 ("GDPR") & for any fixed penalty offence, penalty charge notice, notice to owner, parking charge notice for that vehicle under s66 Road Traffic Offenders Act 1988, Schedule 6 Road Traffic Act 1991, Traffic Management Act 2004, Protection of Freedoms Act 2012 and any other relevant legislation. We may use your information for credit control purposes and to protect our assets.

How we store your personal information and how long we keep your data

Contact information and licence details are kept for the duration of the rental and for 5 years thereafter in accordance with accounting procedure. We have yearly reviews to destroy any personal information from our files after this time.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hire@envirovan.com, or call us on 01268 728630 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hire@envirovan.com, by calling 01268728 630, or by visiting us at UNIT 7, SWINBORNE COURT, BASILDON, ESSEX, SS131QA

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>