

Web Privacy Policy

Rent a Van 365 Ltd is committed to protecting your personal information. This policy aims to help you to understand what information we may collect about you and how we use it. We are fully committed to safeguarding the privacy of our website visitors.

For our services, the data controller (the company that's responsible for your privacy), is Rent a Van 365 Limited. Registered address:

316 West Wycombe Road
High Wycombe
Buckinghamshire
HP12 4AB
Tel: 01494 535 350

Any questions regarding this policy or our privacy practices should be sent via the online contact us form on our website - <https://www.rentavan365.co.uk/contact-us> or in writing to Rent a Van 365 Ltd at the address above. Alternatively, you can telephone 01494 535 350.

How we collect your information

We may obtain information about you in several ways when you use our website. For example, when you make an online rental booking or contact us via our contact us form. Other information we collect when you browse our site may include your IP address, device and browser type.

What information is collected?

Personal account Information:

If you make an online booking or enquiry the personal information we collect might include name, address, date of birth, mobile number and email as well as driving license information in the case of online bookings.

Transactional information:

Our online booking does not use any e-commerce payment gateways. Hence, we do not ask for you card information or bank details.

Other information:

When completing online enquiry or booking forms, we will collect and store the information you enter at that point.

Online usage information:

When you visit or browse our website your online usage is tracked – the data collected includes information about pages you visit or vehicles you book. This data collection uses cookies (as described in our cookies section).

What we do with the data we gather

We use your information in a number of ways and how it is used depends on the information gathered.

The information stored is captured when an online visitor fills out an enquiry form or makes a booking online. This information is securely stored in our webserver and emailed to Rent a Van 365 Ltd – this information is only used in response to an online order or enquiry submitted. The webserver is UK based and is not shared with any other company. Data transmission between the visitor and our webserver is encrypted using SSL encryption certificate.

Will only use your personal information for legitimate business purposes to administer your rental agreement or to provide the services you have requested from us. These include some or all of the following:

- To provide you with the information, customer service, products and services that you request from us
- To send you service messages by email, telephone or in writing such as rental agreement confirmation or providing information for incoming requests via the contact us form.
- To manage your account with Rent a Van 365 Ltd including sending agreements, invoices, receipts etc
- To verify you are aged 21 years or over (or 25 years if hiring larger vehicles)
- To verify your driving license information and personal status (driving endorsements, employment status etc) for insurance purposes.

When you consent, we may provide you with information about services we offer that are similar to those that you have already purchased or enquired about by email.

We will not share your information for marketing purposes with companies outside of our organisation.

Website Tracking and Google Analytics

This site does make use of Google Analytics for online visitor tracking – you can read more about cookie privacy and Google Analytics at: <http://www.cookie-law.org/google-analytics-eu-cookie-law.aspx>

Although this site runs through a secure (SSL) connection and we will do our best to protect your personal information. However, we cannot guarantee the security of your information whilst being transmitted to our site. For example, if your own computer has a virus/malware/ransomware etc. as this is beyond our control. Any data transmission is at your own risk. Once we have received

your information, we use strict procedures and security features to try to prevent unauthorised access.

Marketing Preferences

You have the right to object to direct marketing that we perform for the purposes our services. You will be able to opt out of direct marketing communications by following the instructions in each direct marketing communication you receive. You may also contact us directly via the contact us form on our website.

If you have given us consent, we'll send you marketing messages by email about our latest news, vehicles, exclusive offers and more. This service may use your previous booking history data to tailor what messages are sent to you. This tailoring of messaging is designed to give you the most relevant information to you and reduce the amount on unnecessary emails you receive from us.

Customers who consent to receiving marketing emails will always have the option to unsubscribe at any point via a link at the bottom of every email they receive.

Customers enquiring or booking online are NOT automatically added to a marketing database and will not be sent unsolicited email marketing without first being asked if they would like to opt in to receive marketing material.

Testimonials:

If you give us feedback, we may use it to improve our services and we may publish it online or offline to promote our services. We will ask for your consent before we publish it.

Cookies

How do we use cookies?

Most websites you visit will use cookies in order to improve your user experience by enabling that website to 'remember' you, either for the duration of your visit (using a 'session cookie') or for repeat visits (using a 'persistent cookie'). Our website uses session based cookies to store your rental information to enable online booking and persistent cookies to store your unique booking session identifier on your computer. Your booking information is not stored on your computer but on the webserver hosting this website, only a unique ID is stored on your computer which allows us to retrieve the correct information from the database.

Our website uses persistent cookies (small text files stored on your computer) to record your preferences or activity between visits. These cookies do not store personal information about you or your computer and you can clear them at any point by deleting your browser history – for more information about cookies you can visit: <http://www.aboutcookies.org>

Rent a Van 365 Ltd does not share cookies or any of your data with any other company except in the case of providing your rental agreement data to our insurance brokers, Insurance Risk and Claims Management services.

Our website also uses cookies to verify the user is not an automated programme but is a human user. This data is important for security and keeping the website and your data safe.

What to do if you don't want cookies to be set?

If you are uncomfortable with the idea of our website storing information on your computer or mobile device then it is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that you might lose some functions on the website. For information on how to control cookies being stored on your computer, please visit: <https://www.aboutcookies.org/how-to-control-cookies/>

Deleting stored cookies.

If you previously agreed to store cookies on your computer but have subsequently changed your mind then you can delete the cookie set by this choice – please visit: <https://www.aboutcookies.org/how-to-delete-cookies/> to learn how to control and remove cookies stored on your computer.

Storage and Retention of Personal Data

We'll store your information for as long as you have an account with us, or as long as is needed to be able to provide the services to you that you have requested.

If reasonably necessary or required to meet legal or regulatory requirements we may also keep hold of some of your information as required, even after you have closed your account or it is no longer needed to provide the services to you. Where required by law we will keep your information for as long as the law stipulates.

Controlling your personal data

We want to make sure that your personal information is accurate and up to date. If you would like to delete or make changes to your personal details, you can do so by getting in touch via our website or telephone.

You have the right under applicable data protection laws to access information held about you and you can do so by contacting us using the details provided in this policy. We will aim to provide the relevant data within 14 days or a maximum of 40 calendar days from receipt of the subject access request.

Please be aware that individuals may be charged up to £10 per subject access request.

Your rights

You have many rights relating to your personal information:

- The right to be informed about how your personal information is being used (like this privacy notice)
- The right to request access to personal information held about you and a copy of it;
- The right to obtain, without undue delay, the rectification of inaccurate or incomplete personal data
- The right to request that we delete your data, or stop processing it or collecting it, in some circumstances
- The right to withdraw consent and stop direct marketing messages
- The right to object to the processing of, personal data in certain circumstances, for example, where Rent a Van 365 Ltd processes personal data for legitimate purposes but you do not feel that your interests or fundamental rights and freedoms have been protected
- The right to request that we transfer or port elements of your data either to you or another service provider on your behalf where technically feasible
- The right to complain to your data protection regulator – in the UK, the Information Commissioner's Office

Sharing your data

We promise to keep your details safe and will never sell your data on to any third party including your name, address, email or credit card.

However, we share your data with the following categories of companies as an essential part of being able to provide our services to you, as set out in this statement:

- Companies that help deliver your rental agreement such as rental software providers, payment service providers and insurance companies.
- Professional service providers, such as marketing agencies, advertising partners and website hosts who help us run our websites and marketing.
- Credit reference agencies, law enforcement and fraud prevention agencies, so we can help tackle fraud.
- Companies approved by you, such as social media sites.

We may provide third parties with aggregated but anonymised information and analytics about our customers that does not identify you personally.

Children and adults under 21 years

Rental agreements can only be undertaken by persons over the age of 21 with a minimum of 2 years of driving experience. If you are between the age of 16 years and 21 years then you are welcome to get in touch, however you will not be allowed to make a rental booking.

Event of Breach

In the highly unlikely event of a data breach our first course of action will be to shut down relevant services to limit further exposure to the dangers.

If the data breach is minor and will not result in a risk to the rights and freedoms of any natural persons then the security issue will be resolved internally and further security measures put in place to stop further breaches.

If the data breach is considered more serious then Rent a Van 365 Ltd will contact the Information Commissioner's Office (ICO) as quickly as possible who will ensure we clean up the breach to the regulator's requirements. If the ICO request we contact any affected persons then this will be done using any method deemed most appropriate by the ICO.

Changes to our policy

From time to time we may change our privacy policy to reflect how we are processing your data. We will always update the privacy policy on our website, so please try to read it when you visit the website.

This privacy policy was last updated in July 2018.

How to contact us

If you have any other questions relating to your online privacy, please contact call our office on 01494 535 350.

Alternatively, you can write to us at:

Rent a Van 365 Ltd
316 West Wycombe Road
High Wycombe
Buckinghamshire
HP12 4AB