

PRIVACY STATEMENT

BESPOKE MOVING SOLUTIONS LTD 2018

Bespoke Moving Solutions Ltd recognise the need to handle all personal data responsibly, and we adhere to all current data protection regulations. This Privacy Notice sets out to explain how we collect, process and use your personal data.

POLICY DETAILS

COLLECTION OF PERSONAL DATA

The type of personal data we will collect from you will include your name, address, contact details, enquiry details, identification data, payment details and in the case of international relocations we may require additional documentation such as passport copies.

When you first contact us, whether in person, by phone, email or via our website, we will collect only the data needed to process your enquiry. More sensitive information, such as your identification and payment details, will only be collected if you proceed with a booking for your relocation.

In providing us with your personal details so that we can provide you with a quotation, we have your implicit consent to process this information in order to handle your enquiry. If you do not provide us with the requested information, we may not be able to handle your request.

USING YOUR PERSONAL DATA

The personal data we collect from you helps us to understand your relocation requirements and ensures that we provide you with the correct quotation for your needs. Data collected is also used to fulfil your booking if you decide to proceed with us.

We may occasionally send you promotional emails about new products, special offers or other information which we think you may find interesting using the email address you have provided. We will ask for your consent to include you in any such emails.

PROTECTION OF YOUR PERSONAL DATA

Bespoke Moving Solutions Ltd hold personal information in both physical and electronic formats and have in place suitable physical, electronic and managerial procedures to prevent unauthorised access or disclosure, and to safeguard and secure the information we collect. Our Data procedures are reviewed regularly to ensure that they remain up to date and compliant in the light of ever changing technological and legal frameworks.

SHARING YOUR PERSONAL DATA

There are times when we will need to share your data with third-party organisations in order to facilitate your relocation, for example:

- Shipping Lines, freight forwarders and other carriers;

- Destination service partners

- Government and other regulatory bodies

We will also comply with any relevant law enforcement requests.

If you have expressed interest in related services provided by our partners, we will share your information with them so that they can give you further details on these: in these circumstances, only the information needed to arrange contact and your destination will be shared.

PRIVACY ON OUR WEBSITE

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 web page 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.

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.

UPDATING YOUR PERSONAL DATA

If you believe that the personal data we hold on you is incorrect, or if any of your details change, you should let the company know, by contacting us direct at info@bespokemoving.com. We will update your details both in our systems and with any partners with whom this has been shared, and will confirm back to you that this has been done.

Please note that you have the right to withdraw your consent for your data to be processed for marketing purposes at any time, by writing to the company at info@bespokemoving.com. Please note that this will not affect our right to process your data to fulfil your contract with us.

You may request details of personal information which we hold about you under the General Data Protection Regulations (GDPR). If you would like a copy of the information held on you; please email info@bespokemoving.com or write to us at Bespoke Moving Solutions Ltd, 145 Francis Close, Epsom, Surrey, KT19 0JT United Kingdom.