

Courierpoint Limited - Privacy Policy

1. Introduction

In this document 'we', 'us' and 'our' refer to Courierpoint Limited, a company registered in England, company registration number 04990518. We are registered with the Information Commissioner's Office, registration number Z2407785. For the purposes of the Data Protection Act 1998 and the EU General Data Protection Regulation, we are the data controller.

Our website contains links to third party websites that may be of interest to you. If you use any of these links we no longer have control over the personal data you provide to these third parties or responsibly for its use. Please see the privacy policies of those third parties for further details.

We are committed to respecting your privacy and protecting your personal data. This policy explains what data we collect from you, how we use it and your rights regarding this data.

You are not required to provide any personal data to us but if you choose to do so we are allowed to use them for lawful purposes as described in this policy. If you do not provide personal data when requested it may be impossible for us to provide some services to you.

2. Collecting your personal data

We may collect personal data from you when you:

- visit our website or associated social media websites
- send us an email including data contained in any attachment to the email
- call us on the telephone
- deliver written communication to us whether by hand, Royal Mail or any other means

We may collect the following personal data from you:

- your name
- your postal address
- your telephone number
- your email address
- the IP address and browser type that you are using to connect to our web site
- pages you visit on our web site
- a hash of your password
- in the case of you placing an order with us; collection details including contact name, address, email address and telephone number as well as delivery details including contact name, address, email address and telephone number. We may also collect details of the contents of your shipment. We will collect such data as is required to process payment for your order, including any additional payment that may be legally due subsequent to the placing of your order.
- in the case of you placing an order with us for a shipment to a delivery address outside of the United Kingdom we may collect your VAT number and/or EORI number.
- in the case of you depositing funds with us under a pre-pay arrangement we will collect such data as is required to process payment for the amount you have asked us to top-up your account by.
- in the case of a job application; any personal data you provide detailing to your education, qualifications, employment history and related details you may choose to provide to us.

3. Using your personal data

We may use personal data you provide to us for the following purposes:

- to fulfil an order placed with us
- to provide you with information on how we fulfilled an order you placed with us
- to meet our legal responsibilities such as processing customs entries for your shipment and submitting our company statutory accounts, corporation tax and company VAT returns
- to tell you about products and services we think may be of interest to you
- to keep you informed about products and services we provide
- to provide you with discounts for our products and services
- to improve the service we provide
- to credit a pre-pay account you have with us
- to verify your identity
- to pursue you for payment to us if not made in a reasonable time
- to protect you and others from unlawful activities

4. Protecting your personal data

We will take all reasonable steps to make sure that all personal data collected by us is treated securely and in agreement with this Privacy Policy at all times.

We may transfer personal data that we collect from you to locations outside of the European Union for processing and storing. Also, your personal data may be processed by staff operating outside the European Union who work for us or for one of our suppliers. For example, such staff maybe engaged in the processing and concluding of your order, the processing of your payment details or the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all reasonable steps to make sure that all personal data collected by us is treated securely and in agreement with this Privacy Policy at all times.

Personal data that you provide to us via our website is stored on our secure servers. All data transmitted between your device and our server is encrypted. It is possible that your device may disclose your personal data to third parties before it is encrypted for transmission to us. We are not responsible for any personal data you enter on your device until it is encrypted for transmission to us.

Personal data that you provide to us other than via our website may not be secure and such data is sent at your own risk. We are not responsible for any personal data you send to us other than via our website until such data is received by us.

Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential. We do not store your password but store a hash of the password. We believe it is computationally infeasible for us to derive your password from the hash we store.

5. Sharing your personal data

We may share your personal data with:

- other courier companies
- payment processing organisations
- accountants
- mail processing companies
- credit reference agencies if you fail to make payment to us in a reasonable time

- government authorities or similar where legally required to do so
- a third party business in the case where we sell any or all of our business/and or assets to this business

6. Retention of your personal data

We will only retain your personal data as long as we believe is necessary to fulfil the purposes for which it was originally collected.

We may store personal data on your own computer in the form of cookies. You may delete these at any time using controls on in your browser. For further details on our use of cookies please see our cookie policy on Courierpoint.com

7. Your rights relating to your personal data

You may request details of your personal data that we hold. Requests must be made in writing. We may require you to provide us with information to confirm your identity before releasing any data. The first copy of your data will be provided free of charge. The provision of any subsequent may be subject to a charge to cover our administration costs. If you feel any of the data we hold is incorrect please contact us and, subject to reasonable checks for accuracy, we will correct it.

Apart from personal data we are required to retain to meet our legal obligations, you may request that we delete any of your personal data we hold at any time. Requests must be made in writing. We may require you to provide us with information to confirm your identity before deleting any data.

Personal data relating to shipments must be retained for at least 90 days after your last shipment has been delivered to allow reasonable time for all related processes to be concluded.

You may request that we do not use your personal data for marketing purposes. This may be done by contacting us directly in writing or using the unsubscribe link that is provided on all marketing messages we send.

8. Contacting us regarding your personal data

Please see our web site courierpoint.com for contact details should you wish to get in touch with us.

9. Updates to this policy

This document was last updated on 24/05/2018