



## PRIVACY NOTICE (Website and Cookies)

Piranha Parcels Limited are committed to protecting your privacy. This policy applies when we are acting as a controller of personal data, i.e. where we have determined the purposes and means of the processing of that personal data. It applies to all users of our website.

This policy (together with our [terms & conditions](#) and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

In accordance with the **General Data Protection Regulation** (EU) 2016/679 (EU **GDPR**). (the “**Act**”), the data controller is Piranha Parcels Limited of 3 New Bridge Square, Swindon, Wiltshire, SN1 1HN, United Kingdom.

### **What data do we collect from you?**

This website utilises HotJar web analytics captured by passive collection. It does not collect any personally identifiable information (PII) that you do not voluntarily enter in this website. The sole purpose of passively collecting this information is to improve your overall experience. It is automatically collected, whilst navigating through and interacting with the site.

Information collected includes user mouse activity, browser and device specific log data:

- Your device’s IP address (collected and stored in an anonymised format)
- Device screen size
- Device type (unique device identifiers) and browser information
- Geographic location (country only)
- Preferred language used to display the webpage

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site [co.uk](#) (the “**Site**”). This includes information provided at the time of registering to use the Site, subscribing to our blog, posting material or requesting further services, completing any surveys or reporting any problem with the Site
- Records of your correspondence (if any) with us;
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access;

We may also ask you to complete surveys that we use for research purposes, although you are not obliged to respond to them.

### **How long do we store your data?**

We will store your personal information for a maximum period of seven years, in accordance with Her Majesty’s Revenue & Customs (HMRC) tax requirements.

## **What do we do with the data we have collected?**

We may process your personal data for the purpose of contacting you, if you submit an enquiry using our website. The legal basis for this processing is that it is necessary to achieve our legitimate interest, namely the promotion of our products and services.

Piranha Parcels Limited's use of personal information, supplied by you, is governed by this privacy policy. We use information held about you in the following ways:

- to ensure that content from the Site is presented in the most effective manner for you and for your computer;
- to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- to carry out our obligations arising from any contracts entered into between you and us;
- to allow you to participate in interactive features of our service, when you choose to do so; and to notify you about changes to our service.

By providing this information to Vale Prestige Chauffeurs, you are agreeing to allow us to utilise this information to complete all services you request to us.

We also process your cookies for the purpose of improving your experience while using our website. The legal basis for this processing is your consent. See our 'Cookie Policy' below for more information on the cookies that we use.

## **Where do we store your data?**

The data that we collect from you may be transferred to, and stored at, a destination inside the European Economic Area ("EEA"). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of the Site, you are responsible for keeping this password confidential.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will use our best endeavours to protect your personal data, we cannot guarantee the security of your data transmitted to the Site and any transmission is at your own risk. Once we have received your information, we will use strict data protection procedures and security features to try to prevent unauthorised access.

## **Who do we share your data with?**

We will share your personal data with third parties only to the extent that the disclosure is reasonably necessary for the purposes of providing you with the information about our products/services that you have requested. We will NEVER pass your personal data to, or allow access to your personal information by third-party service providers or organisations. We may however, disclose or process personal and sensitive data to organisations where we have a legal obligation to do so.

We may disclose your personal information to third parties:

- if Piranha Parcels Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers and users of the Site will be one of the transferred assets;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms & conditions and other agreements;
- or to protect the rights, property, or safety of us, our customers, or others.

This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

The Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **Your rights – How to access the data we hold about you**

As you are providing us with your personal data, it is important to us that you are aware of the following rights that you have in relation to our processing of that personal data.

You can be provided with a copy of any personal data concerning you that we process, unless that would affect the rights and freedoms of others. You can also be provided with information on how that personal data is processed by us.

You can have us rectify any personal data of yours that we hold that is inaccurate or incomplete. In certain circumstances, you can also ask us to erase or restrict the use of any of your personal data that we process.

You can object at any time to our processing of your personal data on grounds related to your particular situation.

You can object at any time to our processing of your personal data for direct marketing purposes.

You can exercise any of the rights listed above by contacting us using the details at the bottom of this notice. If you are unhappy with any aspect of how we processed your personal data or your request to exercise a right, you can lodge a complaint with the Information Commissioner's Office.

Piranha Parcels Limited is incorporated and registered in England and Wales with company number 12941429 and whose registered office is at 3 New Bridge Square, Swindon, Wiltshire, SN1 1HN.

You can exercise your right to prevent such processing at any time by contacting our data controller at [enquiries@piranhaparcels.com](mailto:enquiries@piranhaparcels.com) or using the 'contact us' form on our website.

### **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

### **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and may be addressed to us via our 'contact us' form.

# COOKIE POLICY

## **What are cookies and how do they work?**

“Cookies” are text-only pieces of information that a website transfers to an individual’s hard drive or other website-browsing equipment for record-keeping purposes. Cookies allow the website to remember important information that will make your use of the site more convenient. A cookie will typically contain the name of the domain from which the cookie has come, the “lifetime” of the cookie, and a randomly generated unique number or other value. Like most websites, we use different categories of cookies for a variety of purposes in order to improve your online experience.

Depending on the purpose, we use session cookies, which are temporary cookies that remain in the cookie file of your browser until you leave the site, and persistent cookies, which remain in the cookie file of your browser until your session has ended or you delete them.

## **What are the categories of cookies?**

Cookies can be categorised, following the International Chamber of Commerce guide, as follows:

### **Strictly necessary cookies**

‘Strictly necessary cookies’ tend to be session cookies which are deleted at the end of the browser session.

Accepting these cookies is a condition of using the website, so if you prevent these cookies we can’t guarantee how our website will perform during your visit.

### **Performance Cookies**

‘Performance cookies’ collect information about how you use our website such as which pages you visit and if you experience any errors. These cookies don’t collect any information that could identify you – all the information is collected on an anonymous aggregate basis and is only used to help us improve how our website works, understand what interests our users and measure the effectiveness of our advertising. They also enable us to track the total number of visitors to our site. Most performance cookies tend to be session cookies which are deleted at the end of the browser session.

In some cases, some of these cookies are managed for us by third parties, but we don’t allow the third party to use the cookies for any purpose other than those listed above. Some of these third-party performance cookies are persistent cookies.

### **Functionality Cookies**

Functionality cookies, by their very nature, are persistent cookies so that we remember your computer when you return to our website.

Some of these cookies are managed for us by third parties – where this is the case we don’t allow the third party to use the cookies for any purpose other than those listed above.

### **Targeting Cookies**

These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

## **How can I block and/or delete cookies?**

Use the options in your web browser if you do not wish to receive a cookie or if you wish to set your browser to notify you when you receive a cookie. You can easily delete any cookies that have been installed in the cookie folder of your browser.

## **How do we use cookies?**

We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer.

These cookies help us to improve the Site and to deliver a better and more personalised service and some of the cookies we use are essential for the site to operate. They enable us:

- to estimate our audience size and usage pattern;
- to store information about your preferences, and so allow us to customise the Site according to aggregate preferences;
- to speed up your searches; and
- to recognise you when you return to the Site.

The main cookies that we use provide us with valuable data about our website. These are from Google Analytics and are completely anonymous, telling us information such as how many people have visited our website and which pages are the most popular. This allows us to ensure that our website is doing its job and make improvements to help you use the site. This information is useful to us, but if you would like to opt out, you can do so at <http://tools.google.com/dlpage/gaoptout>.

Our website is built using technology by Adobe and this also uses cookies that help the site to work better for you and monitors the pages that you visit. Again, this is completely anonymous and is stored on your computer for the length of time you are browsing our site ('the session').

We also link to other websites such as Twitter, Facebook, You Tube and WordPress, where our blog is held. These sites are not controlled by us, and therefore we cannot guarantee the cookies that they are using and suggest that you read their privacy policies to be sure.

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

### **Your Rights**

If you are unhappy with cookies being used, turn-off or block 'cookie sessions' in your browser settings so that they are not used on any website.

You can withdraw your consent to our processing of cookies at any time by contacting our data controller at [enquiries@piranhaparcels.com](mailto:enquiries@piranhaparcels.com) or;

By using the 'contact us' form on our website.