

Ingram's Removers and Storers

– Privacy Notice

How we collect your personal data

We may collect your personal data in a number of ways, for example:

- when you contact us through our websites, by telephone, post, e-mail or through any other means;
- when you register with us and set up an account to receive our services;
- when you complete surveys that we use for research purposes (although you are not obliged to respond to them);
- when you enter a competition or promotion;
- when you make payments to us;
- when you use our services;
- when we receive your personal data from third parties, for example credit reference agencies or fraud prevention organisations; and
- when we collect publicly available information about you.

Information collected automatically – statistical information

We automatically collect some information about your visit to our website but this does not record personally identifiable information. This aggregated information is used to help us make improvements to website content and navigation. The sort of information recorded includes how many people visit our website, which pages and items are the most popular and about how you use and interact with our website.

What type of personal data do we collect?

We may collect the following types of your personal data:

- Your name, address, email address, telephone number, date of birth and other contact information;
- Details of payments that you make to us. Payment card details and other transaction details are held by a third party payment provider;
- Information about your billing and payment history, and information we learn from the way you manage your account;
- Information about your credit history with other credit providers which we obtain from credit reference agencies;
- The preferences that you provide to us confirming whether you would like us (and selected third parties) to contact you with information and offers that may be of interest to you; and
- Information about your use of our services, including information about your water usage which we collect from meters.

Some of the information we collect about you may include sensitive personal data as defined in the Data Protection Act 1998.

Using the information we collect

We may use your personal data in the following ways:

- To provide you with our products and services, and to develop and improve those products and services;
- To ensure that the information we hold about you is kept up-to-date;
- To protect, manage and administer your account and provide you with bills and statements;
- To deal with any problems or complaints that arise in relation to your account;
- For assessment and analysis purposes to help improve the operation of our business;
- To prevent, detect and prosecute fraud and other crime; and
- For any other purpose for which you give us your personal data.

Sharing your personal data

We may share your personal data:

- with our employees, agents and/or professional advisors;
- with other companies within the Ingram's Removers and Storers group, and with successors-in-title to our business;
- with other third party contractors who provide services to us which require the processing of personal data;
- with third party payment providers who process payments made over our website;
- where we are under a legal obligation to do so, for example where we are required to share information under statute or because of a Court Order;
- to relevant authorities in order to prevent fraud and other criminal offences; and
- with credit reference agencies.

Transferring personal data outside the EEA

In some cases we may transfer your personal data to countries outside the European Economic Area. Where we do so we will ensure that such transfers are compliant with the Data Protection Act 1998 and that appropriate measures are put in place to keep your personal data secure.

Credit reference agencies

We share your personal data with, and receiving your personal data from, credit reference agencies in order to help us maintain up-to-date customer records, manage our customer debt risk, and feed information into our debt collection process.

Information that we give and receive from credit reference agencies includes:

- information about your personal accounts with us and about your accounts with other organisations such as other utility companies;
- information about your spouses or partners with whom you are jointly liable for credit payments; and
- where you are the owner, director or partner in a small business, information about your business.

In addition, credit reference agencies may provide us with public information about you such as County Court Judgments, bankruptcies and Electoral Register Information.

How do we use the information we receive?

The information we receive from credit reference agencies may be used in the following ways:

- to assess your account and decide what payment terms are appropriate
- to verify your identity
- To manage your personal account
- To maintain up-to-date customer records
- To manage our customer debt risk and our debt collection process

If you owe us money and do not repay in accordance with our payment terms, we will notify you of our intention to file a default. If your bill remains unpaid then we will notify our credit reference agency. This could result in your credit rating being negatively impacted.

Your rights

If you provide us with sensitive personal information, you consent to the processing of this information for the purposes which you have provided it.

You can request a copy of the information that we hold about you at any time by contacting us at the address below. The provision of this information may be subject to the payment of a fee (currently £10).

You have the right to ask us not to process your personal data for marketing purposes. We will usually seek your consent if we intend to use your data for such purposes and you can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at the address below.

Please let us know if the personal data that we hold about you needs to be updated by emailing us using our online form.

Communicating with us

If you contact us by email, or provide your email address for us to contact you, we may use the details provided to contact you about anything to do with your query, or managing your account.

If you no longer wish us to contact you by email, please let us know and, if necessary, provide alternative contact details.

Security

The security of your personal data is very important to us.

We will take appropriate technical and organisational measures to prevent unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to personal data. We will ensure that the personal information that you provide us via this website is held on secure servers.