

Privacy Policy

Introduction

This is a privacy notice for VanQuest, a trading name of VanQuest Campervan Conversions and hire. VanQuest take the protection of personal data very seriously. This statement provides you with details of the type of information we may hold about you, how we obtain and use the information and how we protect your privacy.

VanQuest as a data controller is committed to ensuring that all personal information is processed in line with the General Data Protection Regulations (GDPR), and the Payment Card Industry Data Security Standards (PCI DSS) throughout the information lifecycle.

We may amend this policy from time to time. If any amendments are made then the updated notice will be published on our website. The privacy policy was last updated on 21.05.2018.

Security of Personal Data

Security of personal data is our priority, we protect this information by maintaining physical, electronic and procedural safeguards that meet or exceed applicable law.

We train our employees' in the handling of Personal information. When we use other companies to provide services to us, we also require them to protect the confidentiality of the personal information that they receive to a similar or increased level.

Collecting and Storing Personal Data

The personal data that we will collect will be, but not limited to, name, address, email address, date of birth, drivers licence number and expiration date, your credit card details, passport, proof of address information.

Photocopies of your driving licence or proof of address and DVLA Licence Checks.

Our Web Site may contain links to third party websites. We do not monitor or control the information collected when you choose to "click through" links to access these websites.

How we use your information

We may use the personal data we hold about you in the following ways:

- For the purposes of providing vehicle hire and any other related purposes. This is for the performance of a hire agreement between you and us.
- To provide customer service related to your interactions with us or to respond to your inquiry.
- To verify your identity for fraud prevention purposes.
- For research or statistical purposes – this is for our legitimate interests: for us to analyse historic activity, to improve our rating and to help predict future business impact. To further our commercial interests, to enhance our product offering and to develop new systems and processes.
- 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 notify you about changes to our service – this is for our legal and regulatory obligations.
- To safeguard against fraud and money laundering and to meet general legal or regulatory obligations.

Sharing your information

We may disclose your personal information to any of our staff, third parties involved in providing products or services to us, or to service providers who perform services on our behalf where it is reasonable to do so. (If consent is necessary to facilitate this sharing we will ensure it is obtained prior to processing).

These include:-

- Fraud Detection Agencies
- Regulatory Authorities

We may be legally obliged to disclose your personal information to the extent that we are required to by law in connection with any ongoing prospective legal proceedings in order to establish, exercise or defend our legal rights (including providing information to others for the purpose of fraud prevention and reducing risk).

We may also disclose your personal information:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If the company or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- To protect the rights, property, or safety of our customers or others.

International Transfer

We may transfer your personal data to destinations outside the European Economic Area (“EEA”). Where we transfer your personal data outside of the EEA, we will ensure that it is treated securely, and in accordance with this privacy notice and the Legislation. We only transfer data to countries deemed as having adequate protection by the European Commission.

Your rights

Subject Access Request

You may instruct us to provide you with any personal information we hold about you, via a ‘Subject Access Request’. Upon receipt of such request we will, after confirming identity, provide all relevant data we may hold to you in the most practical format unless otherwise stipulated and reasonably possible within 30 days. We will not charge you to do so, however we may charge you for duplicate copies should this be part of your request.

Right of Rectification

Individuals are entitled to have their personal data rectified if inaccurate or incomplete and we will respond to a rectification request within one month if not deemed complex. We will also inform related third parties where possible if the personal data was disclosed to them.

Right of Erasure

You have ‘The right to be forgotten’ or ‘right to erasure’ if there is no compelling reason for possession and continued processing. Specific circumstances stated by the [Information Commissioner Office](#) includes:

Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed.

- When the individual withdraws consent.
- When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing.
- The personal data was unlawfully processed (i.e. otherwise in breach of the GDPR).

The personal data has to be erased in order to comply with a legal obligation

Right of Portability

You have the right to ask us to transfer your data that you have provided in a structured, commonly used and machine - readable format and also have the right to transmit data to another controller.

Right to withdraw consent

You have the right to ask us to not process your data for marketing purposes.

Right to lodge a complaint

If you feel we have not dealt with your request satisfactory you do have the ultimate recourse to refer your complaint to the ICO (Information Commissioner Officer). You can find out more details by visiting <https://ico.org.uk>.

Marketing

Where you have provided consent, we may share personal data that you provide to us within our Group of Companies and with other companies that we establish commercial links with. They and we may contact you (by mail, e-mail, telephone, text, or other agreed means) in order to tell you about products, services or offers that we believe will be of interest to you, or to provide you with commercial updates.

Consent

Wherever possible, your personal data will not be obtained, held, used or disclosed unless you have given consent. We understand that "consent" means you have been fully informed of the intended processing of your personal data and have signified your acceptance.

How long we keep your data

Your data will not be retained for no longer than is necessary, and will be managed in accordance with our data retention policy. In most cases the retention period will be for a period of six (6) years following the expiry of the hire agreement, or closure of claim, unless we are required to retain the data for a longer period due to business, legal or regulatory requirements.

Cookies

What are Cookies?

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

What do we use Cookies for?

We may store cookies on your device for a period of time which contains information regarding your interactions with our website. For example, we will set a cookie once you have agreed to our cookie policy to prevent the notification displaying again.

Additionally, we may use third party software to better understand your preferences and behaviour while on our website in order to personalise your experience and understand current trends.

This software may include (but is not limited to):

- Google Analytics / Google / Google Tag Manager - [Privacy policy](#)

All efforts have been made to ensure that the aforementioned services and links are accurate at the time of writing.

Should users wish to deny the use and saving of cookies from this website onto their computers hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

You can find further information on cookies on the link below <https://ico.org.uk/for-the-public/online/cookies/>.

Your information - Your choice

Customers can request copies of the personal information held about them at any time and to advise us of any amendments to keep the information up to date. We have strict procedures for storing and disclosure of personal information to prevent unauthorised access. Therefore, we will ask for proof of identity before we disclose any information to you. Please address requests to:

**The Marketing Department,
VanQuest
Unit 3, Nutaberry Yard
Nutaberry Hill
Bideford
North Devon
EX39 1BH
Or - mail@vanquest.co.uk**

Customers can withdraw their consent at any time to stop VanQuest from processing or accessing their information in line with Article 7 of the General Data Protection Regulations – exemptions to certain information apply.