



*Devon Transfers*

Private Hire: Your Journey, Our Priority

## **Devon Transfers Customer Privacy Notice**

Devontransfers.co.uk (“we,” “our,” or “us”) respects your privacy and is committed to protecting it through our compliance with this Privacy Policy.

This Privacy Policy describes the types of information we may collect from you or that you may provide to us when you visit our website Devontransfers.co.uk (the “Website”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

### **What information we collect, use, and why**

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Purchase or account history
- Information relating to compliments or complaints
- Information relating to sponsorship

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Location data
- Information relating to sponsorship

### **Lawful bases**

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

### **Where we get personal information from**

- People directly

### **How long we keep information**

We will keep all information for no longer than is necessary for the purpose for which it is processed. All information will be destroyed or removed after 5 years.



Long Distance or  
Local Journeys



24/7 Travel when  
booked in advance



Up to 6 People

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Mid Devon & surrounding areas



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## Who we share information with

Data processors

**Wix.com Ltd. is an Israeli software company, publicly listed in the US, that provides cloud-based web development services.**

This data processor does the following activities for us: Wix.com is the platform for Devon Transfers website

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the bottom of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF



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Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

### Devon Transfers Contact details

Telephone:

07425 262087

Email:

[devon.transfersph@gmail.com](mailto:devon.transfersph@gmail.com)

### Last updated

1 August 2024



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