Privacy Policy

Devon Transfers (“we,” “our,” or “us”) respects your privacy and is committed to protecting it in accordance with UK data protection laws, including the UK General Data Protection Regulation (UK GDPR). This policy outlines how we collect, use, and protect your personal information when you use our website or services.

1. What Personal Data We Collect and Why

We collect and use personal information to provide our private hire services, respond to enquiries and communicate with you about your journey.

We may collect:

- Name and contact details (e.g. phone number, email address)
- Pickup and drop-off addresses
- Travel dates and booking details
- Special requests (e.g. accessibility or luggage requirements)
- Feedback, compliments or complaints

We may also collect limited data for marketing and service updates (with your consent), including:

- Name and contact details
- Your general location (if shared)
- Preferences for services or communications

2. Lawful Basis for Processing

We rely on the following lawful bases to collect and use your personal data:

- Consent – when you opt in to receive updates or marketing
- Contract – when you make a booking or request a quote
- Legitimate Interests – to respond to enquiries or improve our service

3. How We Collect Personal Information

We collect information directly from you when you:

- Contact us via phone, email, WhatsApp or website forms
- Make a booking or request a quote
- Provide feedback or reviews

We do not collect payment details through the website. Any payments are handled securely through external methods, agreed upon directly.

4. How Long We Keep Your Information

We only keep your personal data as long as necessary to fulfil the purpose for which it was collected. Typically, this means:

- Booking and travel details: retained for up to 5 years
- Enquiry forms and messages: retained for up to 12 months
- Marketing contact (if opted in): until you unsubscribe or request deletion

All data is securely deleted or removed when no longer needed.

5. Data Sharing

We do not sell your data or share it with third parties for marketing.

We only share your information with trusted service providers when necessary to operate our website or communicate with you. For example:

- Wix.com Ltd. – our website hosting platform, based in Israel and compliant with international data protection standards

6. Cookies

Our website may use basic cookies to:

- Ensure proper site functionality
- Analyse traffic and improve user experience

You can choose to accept or reject non-essential cookies when visiting our site. Most web browsers also allow you to control cookie settings.

7. Your Data Protection Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure in certain circumstances
- Restrict or object to processing
- Request data portability

- Withdraw consent at any time (for marketing or optional communications)

To make a request, email info@devontransfers.co.uk or use the contact details below. We will respond within one calendar month.

8. How to Complain
If you have concerns about how we handle your personal data, please contact us directly first.

If you're not satisfied with our response, you can contact the Information Commissioner's Office (ICO):

ICO Contact Details:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
Website: https://www.ico.org.uk/make-a-complaint

Devon Transfers Private Hire Contact details
Telephone: 07425 262087
Email: info@devontransfers.co.uk

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