

PRIVACY



DATA



INTERNET



ENCRYPTION



CONFIDENTIAL



SURVEILLANCE



HACKING



PRIVACY POLICY

RUSH Couriers Website Privacy Policy

RUSH Couriers ("us", "we", or "our") operates <https://www.rushcouriers.co.uk> the "Site", and we are committed to protecting the privacy and security of our users' and visitors' personal information. This Privacy Policy ("Policy") informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site. Our privacy procedures have been implemented to comply with the GDPR of the European Union.

Collection of your data

While using our Site, we may ask you to provide us with certain information that can be used to contact or identify you. "Personal Information" is any information that is identifiable with you, as an individual.

When do we collect information about you?

- you use our services through the network of collection and delivery partners
- you use our websites
- you contact us
- you are a recipient of our services
- B2B direct calling/email
- Social media

We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice. Personal information we collect may include:

- Name
- Mailing Address
- Delivery Address
- Telephone Number(s)
- Email Address
- Age
- The signature of the person that

signed for the goods

Personal Information, however, does not include your name, business title or business address or business telephone number in your capacity as an employee of an organization. RUSH Couriers will only collect personal information by fair and lawful means. The provision of personal information is voluntary.

RUSH Couriers collects personal information for the following purposes:

- To establish and maintain responsible commercial relations with customers and to provide ongoing services
 - To respond to your inquiry when you contact us.
 - To send you our newsletter when you sign up for it, or you sign up to stay informed
 - To advise you about new products and services that may be of interest to you (provided that you can choose not to receive any invitations or direct mail from us by indicating your preference as outlined below under Contact Us)
 - Email newsletters
- Unless required or permitted by law, we shall not use or disclose your personal information for a new purpose not identified here.

Minors

In certain circumstances, the RUSH Couriers Site may collect information from individuals under the age of 13. As required by law, we will give parents direct notice prior to collecting

information and receive the parent's verifiable consent.

- RUSH Couriers will not require a child to disclose more information than is reasonably necessary to participate in an activity;
- Parents can review their child's personal information, direct us to delete it, and refuse to allow any further collection or use of the child's information;
- Parents can agree to the collection and use of their child's information, but still not allow disclosure to third parties unless that's part of the service (for example, social networking);

Choice and Consent

We are processing your data because you are contracting us to do so, in the case of our courier services. In the case of marketing, we will need your consent, RUSH Couriers will describe the choices available to you and obtain implicit or explicit consent with respect to the collection, use, and disclosure of your personal information, except in certain situations otherwise

permitted by the law. Where it is reasonable to do so, we may rely on your implied consent. Otherwise, we will rely on explicit consent received directly from you to collect or use your personal information, for example, the collection of your personal information if you subscribe to a newsletter on the Site.

You may withdraw or modify your consent at any time through contacting RUSH Couriers' Privacy Officer at: marketing@rushcouriers.co.uk

Your rights

You have the right to access any personal information that RUSH Couriers processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing

(where applicable) in accordance with the data protection laws, to exercise your data portability rights, and to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Use and Retention

Outside of our contracted obligations to you, RUSH Couriers limits the use of personal information to the purposes identified in this Policy and for which the individual has provided implicit or explicit consent. For further information please visit Section 11.1 of our [Terms & Conditions here](#).

Why & when RUSH Couriers collect personal information:

- From our delivery and collection partners. e.g. when you order goods from a third party, that

party will pass your information on to a 3rd party partner in order to ship your parcel. The delivery partner will pass your information on to RUSH Couriers for further processing.

- From parcels that pass through various sortation systems – we may collect information from the outside of parcels e.g. name and address information so that we can route parcels through our network for delivery to the addressee.

- Directly from recipients. e.g. If you submit a customer service enquiry through our website or contact our customer service centre via. email or telephone.

- When our services are provided together with a business partner – the information is collected by the business partner for us to provide you with the product or service.

- Directly from job applicants e.g. if you submit a job application to us directly via. email or through our recruitment partners.

Disclosure to Third Parties and who.

RUSH Couriers does not transfer ALL personal information to third parties or service providers outside of the courier services provided. We will only pass on data to selected 3rd party courier companies and individual couriers in order to fulfil your request contracted work. Our 'UK Next Day' service network of delivery partners – a full listing of our delivery partners within the current overnight APC network can be found [here](#)

Selected third parties – a full listing of our business partners can be supplied on request. Other third parties – this includes the police, law enforcement agencies, fraud prevention agencies for the purposes of crime detection, prevention and/or legal proceedings. The purposes and reasons for processing your personal information:

- To collect and deliver goods (parcels) that you have requested from third parties

- To enhance and improve your experience of our services
- To send you service related emails, photographs and text messages relating to your consignment delivery
- If you call our customer service centre, we may record your call if you give us consent to do so. These recordings are used for training and quality control purposes.

We are required under UK tax law to keep details of your delivery for a minimum of 6 years after which time it will be destroyed. We destroy the personal information element of your delivery after two years. Personal information provided to us by users is primarily stored on servers in the European Union. RUSH Couriers will erase personal information that is no longer needed.

Access

RUSH Couriers provides individuals with access to their personal information for review or update. If you wish to access your personal information to challenge accuracy or update

it to ensure completeness, you may email us at marketing@rushcouriers.co.uk. We will provide a response within 30 days of receiving an access request. If under certain circumstances we are unable to fully separate your personal information from that of another individual, we will not be able to provide you with access to your information.

Quality

RUSH Couriers will strive to maintain an accurate and complete record of your personal information for the purposes identified in this Policy. If you believe your personal information may be inaccurate, you may contact us to access your personal information and take steps to verify, update, and correct it.

RUSH COOKIE POLICY. Categories of cookies.

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies. A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

•**Strictly necessary/technical cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, book our services or make use of e-billing services.

•**Analytical/performance cookies.**

They allow us to recognise and

count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

•**Functionality cookies.**

These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

•**Targeting/commercial 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.

You can find more information about the individual cookies we use and the purposes for which we use them below:

Strictly necessary/technical cookies

We use strictly necessary/technical cookies:

- To enable you to book our services digitally
- Enable the site to work
- Help keep your details secure

Analytical cookies

We use analytical cookies:

- understand how our website or apps are used so we can improve customer experience
- understand what errors or issues occur so we can fix them
- measure the performance of our website or apps
- test different versions of our website
- understand what technologies we should design our website or apps to work with
- track trends to help us plan for the future

Functionality cookies

We use functionality cookies:

- If you register with us or complete our online forms, we will use cookies to remember your details during your current visit, and any future visits provided the cookie was not deleted in the interim;
- store preferences that you select, such as font size or volume level
- make it easier for you to use the websites by remembering information that you've entered or choices that you've made so you don't have to enter it again
- remember if we've asked you to fill in our online survey

Targeting/commercial cookies

We use commercial cookies:

- allow us to track referrals to our websites from third party companies
- provide you with information and adverts that are more relevant to you when you visit

websites

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Security for Privacy

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. RUSH Couriers protects personal information against unauthorized access in accordance with established policies and procedures. Information is protected by security safeguards appropriate to the sensitivity of the information.

Monitoring and

Enforcement

RUSH Couriers monitors compliance with its privacy policies and procedures. Users may file privacy complaints and disputes by contacting RUSH Couriers' Privacy Officer at marketing@rushcouriers.co.uk who is accountable for our privacy compliance. Every privacy-related complaint will be acknowledged, documented, and investigated, with the results being provided to the complainant. If the complaint is found to be justified, appropriate measures will be taken as a result.

Changes to This Privacy Policy

This Privacy Policy is effective as of 20/04/2018 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the website after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

Contact Us

If you have any further policy about this Privacy Policy, please contact us at:

RUSH Couriers
67 Wells Street

London

0207 323 2375

marketing@rushcouriers.co.uk