



## Privacy Policy for C4 Logistics

In compliance with UK and European data protection regulations, this privacy policy explains what personal information we collect from you when you visit our website or are a recipient of our services. C4 Logistics is committed to processing personal information about its customers in ways that comply with its legal and regulatory obligations, and to being clear with customers about what it does with their personal information.

### Data collection

C4 Logistics may collect personal information which we receive when:

- you use our website.
- you use our services.
- you contact us or
- you are a recipient of our services.

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service (eg: address etc...), and details of our services that you have used.
- your company's name, your position in the company; the company's address, company's email address and telephone number
- your payment information and bank account details.

### Why do we collect this information?

We collect your personal information to:

- provide you with services that you may request from us.
- meet our legal and regulatory obligations.

### How do we collect this information?

We collect personal information:

- **directly from customers:** e.g. when a customer signs up to receive our services or registers on our website.
- **from publicly available sources:** social media (eg. LinkedIn), internet services (eg. Companies House, company websites etc.)

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We are committed to keeping your information up to date as far as is reasonably possible. However, if you believe that we have made an error, or your details have changed, then please contact us as we have outlined below, and we will use reasonable endeavours to correct.

### **Keeping your information safe and secure**

C4 Logistics is committed to keeping customers' personal information secure to protect it from being inappropriately or accidentally accessed, used, shared, or destroyed, and against it being lost. We have been certified to the UK Cyber Essentials scheme since 2016 and certified to the IASME Governance Scheme since 2018 which includes a framework for demonstrating compliance with the UK Data Protection and the General Data Protection Regulations. However, we understand that even the best laid plans can sometimes go wrong, and therefore we have developed a breach management process. In the unlikely event that we, or one of our partners or suppliers, accidentally compromise the confidentiality, integrity, or availability of your data, then we will endeavour to notify you within 72 hours of becoming aware of the incident. We will do this by informing you via the contact details that we have recorded on our CRM database. We may need to transfer personal information to third parties located outside the EU. If we do, we will ensure that information is protected to a level which meets the requirements of EU law.

### **Third party (Sub Processor) Organisations**

For our general day to day data processing activities, we use third party organisations to help us administer and monitor the services we provide:

- for the provision of software services to enable the management of our customers, staff and office administration.
- for payroll and financial accounting
- to share newsletters, promotional detail, industry news or other information that maybe of interest to you
- to help us improve our services.
- for the administration of our website and customer interactions
- for any legal guidance in the provision of our services

Access to your personal information is only allowed when required by law or is required as part our fulfilling our service obligations. We do not, and will never, sell or share your personal information with other third parties.

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## Third Countries or International Organisations

Where possible, we will host information in a secure data centre based in the UK and utilise services that are hosted in the UK or the EU / EEA. Like many organisations we may use software and services where data may be transferred outside of the UK or EEA. The following third countries (ie. where your information is not held in the European Union / EEA) are listed below will receive your personal data for the processing activity as detailed below. Following the ruling in July 2020 by the European Courts, and the subsequent invalidation of the EU-US Privacy Shield agreement, we have reassessed our providers as follows:

<b>Third Country (non-EU / non EEA / International organisation)</b>	<b>Purpose of processing</b>	<b>Safeguards in place and further information</b>
ZohoDesk	Ticketing System	Standard Contractual Clauses are in place. For a copy of the DPA that is in place please between C4 and Zoho, please contact us.
AirCall – Data may be transferred to the US	Call Centre Software	Standard Contractual Clauses are in place with companies if data is transferred outside of the EU.

## How long do we keep personal information?

We will only retain customers' personal information for as long as is required to carry out a particular purpose or to meet a particular obligation. In order that we are able to provide the best possible service to you, we have agreed and documented retention schedules that we consider to be relevant and proportionate to the service we are providing. This has been reviewed as part of our certification process to IASME Governance. If you would like more information on our retention periods, then please contact us, using the details below.

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## Legitimate Interest

From time to time, we may process your information as part of the day to day running of C4 Logistics. It is in our joint interests to ensure that our processes and systems operate effectively in order that we can continue the high quality of service to you. This may include processing your information to:

- Monitor, maintain and improve internal business processes. We seek to improve the quality of service to you.
- To perform credit assessments

## Marketing

If you have consented to receive marketing information, you may opt out at a later date by writing to us at [ops@c4logistics.com](mailto:ops@c4logistics.com). You have a right at any time to stop us from contacting you for marketing purposes.

## Links to other websites:

Our website may contain links to other websites of interest. However, you should note that we do not have any control over these other websites. Once you have used any of these links to leave our site, therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these sites and such sites are not governed by this privacy statement.

## Access to personal information

We take the management of your information very seriously. Please do contact us if:

- you feel that any information which we may have about you is incorrect.
- you want to see what personal information we hold about you (and receive a copy)
- have any queries regarding the accuracy or the processing of your data (including any misuse or unauthorised use)
- want to withdraw your consent where any processing is based upon consent.

If you ever have any concerns that we are not processing your personal information in accordance with the law, please contact us using the email address or postal address as follows: C4 Logistics UK (Head Office) Bailey House Curriers Close Coventry CV4 8AW UK Or by emailing us at [ops@c4logistics.com](mailto:ops@c4logistics.com) you are still concerned, you can contact the Information Commissioners Office at [www.ico.org.uk](http://www.ico.org.uk).

## Changes to our Privacy Policy:

We keep our privacy policy under regular review, and we will place any updates on this web page. This privacy policy was last updated in March 2021.

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#### **How to contact us:**

Please contact us if you have any questions about our privacy policy or about information, we hold about you: By email: [ops@c4logistics.com](mailto:ops@c4logistics.com) or write to us at: C4 Logistics UK (Head Office) Bailey House Curriers Close Coventry CV4 8AW UK.

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