



Privacy Notice

Swift Taxis is committed to protecting and respecting your privacy.

This Privacy Notice together with our Terms of Use and any other documents referred to in it sets out how Swift Taxis collects, uses, maintains and discloses Personal Data, including any information provided through our website(s) (the “Website”).

Your privacy is of the utmost importance to us. Please read this Privacy Notice carefully to understand our views and practices regarding your personal data and how we will treat it.

Whenever you provide personal information, we are legally obliged to use it in accordance with the laws concerning the protection of personal information.

Who we are

SWIFT TAXIS AND PRIVATE HIRE LIMITED is a company incorporated and registered in England and Wales with company number 04977279 whose registered office address is Swift House, Morton Peto Road, Gapton Hall Industrial Estate, Great Yarmouth, NR31 0LT (“**Swift Taxis**”)

For the purposes of the Data Protection Act 1998, the General Data Protection Regulations and any other applicable data protection and privacy laws and regulations (“**Data Protection Legislation**”), Swift Taxis will be the ‘data controller’ for all personal information that we determine the means and purpose of processing. We are registered with the Information Commissioners Office under registration number Z1832592.

By “**Personal Data**” we refer to information collected or held by Swift Taxis, that identifies and relates to you as an individual.

When do we collect your personal data?

We collect your Personal Data at the following times:

- When you request our taxi or garage services;
- When you register a credit account with us;
- When you apply to work with or for Swift Taxis;
- When you use our app to book our services;
- If your details have been passed to us from another hire company;
- When you visit the website; and
- When you contact us to make an enquiry about any of our services.

What information do we collect about you?

We may collect personal information about you, including:

- Your name, contact details, email address and telephone number are required to perform almost all of the services we offer as a hire company, garage and employer;
- We require financial details where payment is required;
- If you work with us as a contractor, we require your invoicing details/address;
- We will collect information regarding the services you request from us;
- Supplementary information you provide us about yourself when contacting us;
- If you apply to work with us or for us, we will require professional details such as work history, CV information, bank account details and information relating to your eligibility to work for us; and
- If you are employed by or work with Swift Taxis, we will record your work place performance and HR details including absences and periods of leave.

We may also collect technical information about you when you visit the Website. This information may include:

- The Internet protocol (IP) address used to connect your computer to the Internet;
- Your browser type and version, time zone setting, operating system and platform;
- Browser plug-in types and version;
- The full URL clickstream to, through and from the Website;
- Page response times, download errors, length of visits to certain pages, page interaction (such as scrolling, clicks and mouse-overs); and
- Methods used to browse away from the page.

The collected information is used to provide an overview of how people are accessing and using the Website. It is not used for any additional purpose, such as to profile those who access the Website.

What do we do with the information we collect?

We will use your personal information for a number of purposes including:

- internal record keeping;
- to carry out any obligations owed to you through the use of our Website and in respect of any contracts entered into between you and us;
- to provide the necessary information for a third party to fulfil the terms of a contract between you and us, which we are not carrying out ourselves;
- to give you information that you request from us and to improve our services;
- to notify you about changes to our services;
- to ensure our App functions effectively;
- to process the terms of your engagement as an employee or contractor of Swift Taxis;
- to allow us to operate the Website efficiently;
- to ensure that the content from our Website is presented in the most effective manner for you and your computer;
- any relevant troubleshooting, testing or statistical analysis as appropriate; and
- to keep the Website secure.

Where we have your permission to do so, we may also use the information collected to:

- provide you with information about our services that we offer via promotional communications; and
- keep you up to date with features on the Website,

however, you can opt-out of any of these data uses at any time by emailing Swifttaxis@btconnect.com

How long do we keep your data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

What is our Legal basis to process your data?

We will only process your information for as long as we have a relevant legal basis to do so. This is usually in order to provide you with the contractual services you have requested from Swift Taxis or if you have provided us with adequate consent to process your information for other purposes.

If we choose to process your information under the legal basis of legitimate interests, we will always inform you of our legitimate business interest and your right to object.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us at swifttaxis@btconnect.com

How do we protect your information?

We are committed to ensuring that your information is secure and we have procedures in place to try and prevent any unauthorised access or disclosures and to safeguard and keep secure the information that we collect online.

All the Personal Data collected by us and stored electronically is held on a secure server in the EEA only. Where required, this information is encrypted for additional security. We use computer safeguards such as firewalls and data encryption, we enforce physical access controls to our buildings and hard-copy files, and we authorise access to Personal Data only for those employees who require it to fulfil their job responsibilities.

However, you should be aware that providing information over the internet can never be guaranteed as being completely safe and if you choose to send such information to us via the internet, you do so at your own risk.

Do we transfer data outside of the EU?

All of our data is held within the EEA and we do not share Personal Data with third parties outside of the EU. If we are ever required to export Personal Data outside of the EEA, we will ensure that such personal data is subject to an adequate level of protection and appropriate legal safeguards in accordance with Data Protection Legislation.

How do we share your information with others?

Please be assured that we will not share your information for any other reason unless we are required by law or permitted to do so under this Privacy Notice. The main circumstances in which we will be permitted or required to disclose this is by law will be by court order, to government bodies and law enforcement agencies.

Sometimes to enable us to deliver our services we may share your information with third parties in the following ways:

- we may use carefully selected sub-processors to help us collect, store or manage your information. This will always be managed under the terms of a written data processing agreement;

- we may need to share your Personal Data with other hire service operators to ensure that we can perform the services you have requested from us. As with our processors, this will always be under the terms of a written data processing or data sharing agreement;
- analytics and search engine providers that assist us in the improvement and optimisation of the Website; and
- if Swift Taxis is acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets. We process your personal information for this purpose because we have a legitimate interest to ensure our business can be continued by the buyer. If you object to our use of your personal information in this way, the relevant seller or buyer of our business may not be able to provide services to you.

How can you access your Personal Data?

You have rights in relation to any Personal Data that we hold about you. If you wish to access your Personal Data you may make a formal subject access request by contacting Swift Taxis.

The information you request must relate to you or another person that you have authority to act on their behalf. Swift Taxis will require a confirmation of your ID prior to providing any information about the data we hold. If you are unable to provide sufficient information to prove your ID, Swift Taxis reserves the right to refuse your request for access to Personal Data. The rights you have in relation to the Personal Data we hold regarding you are:

- the right to rectify any inaccuracies in the information we hold;
- the right to erasure of information in specific circumstances;
- the right to request transfer of your information to another controller; and
- the right to object to processing in certain circumstances.

If you have provided us with consent to process your information, you always reserve the right to withdraw this consent via the method detailed in the paragraph below. We are committed to ensuring that your wishes are respected and upon notification that you wish to withdraw your consent, Swift Taxis will immediately cease processing the information in question.

Please send your request to Swift Taxis by emailing swifftaxis@btconnect.com. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Changes to this Privacy Notice

We may change this Privacy Notice at any time to ensure it always accurately reflects the way we collect, use and safeguard your Personal Data.

Please check this notice from time to time to ensure you are aware of any updates we may have made to our Personal Data handling practices. The date of the changes will be listed in the 'Last updated' section below. We will endeavour to notify all of our current clients of any updates to this notice via email and we will post the relevant announcement on our website homepage.

We recommend that you print a copy of this page for your reference.

Cookies

This Website uses cookies to help us recognise different users of the Website and to provide users of the Website with a good experience when using it. Please see our **Cookies Policy** for further information.

How can you make a complaint?

Please note that if you are not satisfied with the processing of your personal data as set out in this Privacy Notice, please contact us at swifftaxis@btconnect.com

You have the right to issue a complaint directly with the Information Commissioners Office, the data protection supervisory authority for England and Wales (<https://ico.org.uk/concerns/>).

Contacting us

Please contact us at swifftaxis@btconnect.com, if you have any questions, comments or requests regarding this Privacy Notice.

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