

Intercity Removals (referred to in this notice as “us”, “we” or “our”) respects your privacy and is committed to protecting your personal data. We comply with all aspects of the UK’s data protection legislative framework, which includes the European General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

In the course of running our business, we gather and use personal information about people who are interested in finding out more information about us, whether in a personal or professional capacity.

We have developed this privacy notice in order to be as transparent as possible about the personal information we collect and use.

We ask that you read this privacy notice carefully as it contains important information about:

- the personal information that we collect and use
- the lawful bases we rely on to collect and use it
- why we collect and use personal information
- where we get the personal information from
- with whom we share personal information
- how long we keep information and how we ensure it is secure; and
- your privacy rights

It is important that you read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

How we process the information we gather.

Firstly we require this information to understand your needs and provide you with a better service and for our own records. Intercity Removals may occasionally send you marketing emails about new products, special offers or other information which we think you may find interesting using the email address you have provided. From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or postal mail. We may use the information to customise the website according to your interests. We may also use the information to improve our products and services.

Categories of Personal Information that we hold

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

The personal information that we collect includes:

- identity data such as your name, username or similar identifier, marital status, title, date of birth and gender
- contact data including your address, employer’s address, email addresses and telephone numbers
- professional information such as details of your employer and job title

- family information such as details of members of your family that may be helping you with organising your move with us
- financial data including bank account and payment card details
- transaction data including details about payments to and from you
- profile data such as the services you have used with us
- health and safety related information and health information relevant to your access needs
- technical data such as internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website together with information about how you use our website and other digital channels
- Marketing data including your preferences in receiving marketing from us and your communication preferences.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

Sources of Personal Data

We collect information about you in the following ways:

- Directly when you use our services, correspond with us by post, phone, email or otherwise, use the enquiry form on our website, subscribe to our newsletters, enter a competition, or complete a survey or give us some feedback via our website or social media platforms
- When we are provided with your details via a third parties
- When you use our website, we collect your personal information using “cookies” and other tracking methods. There are more details on the cookies and tracking methods we use in our Cookie Policy.
- Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from these services, for example when you publicly tag us in an photo or make a comment
- Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Data Controller

Intercity Removals is the controller and responsible for your personal data. We are not required to appoint a Data Protection Officer under the GDPR.

You may choose to restrict the collection or use of your personal information for direct marketing purposes, by writing to us. Intercity Removals will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties, which we think you may find interesting if you tell us that you wish this to happen. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please contact us. If you believe that any information we are holding on you is incorrect or incomplete, please contact us at: Intercity

Removals, Eastgate Business Park, Unit 9A, Wentloog Ave, Cardiff CF3 2EY or email us as soon as possible, at the address on our contact page.