



Data Privacy Notice

Apollo Distribution Solutions understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the General Data Protection Regulations (GDPR).

Who we are:

Apollo Distribution Solutions is the trading name for Colin Neeson Ltd and Overlook Ltd.

Our Company Trading addresses and company numbers are;

Colin Neeson Ltd
Unit B3, Park Lane Business Park
Park Lane
Basford
Nottingham
NG6 0DW

Overlook Ltd
Unit 4, No 17 Highcliffe Road
Hamilton Industrial Park
Leicester
LE5 1TY

Reg No: 03591363

Reg No: 03589936

Email: Nottingham@apollods.co.uk
Telephone: 0115 9739177

Leicester@apollods.co.uk
0116 2460008

What does this notice cover?

This Privacy Notice explains how we use your personal data; how it is collected, how it is held and how it is processed. It also explains your rights under the law relating to your personal data.

What is Personal Data?

Personal data is defined by the General Data Protection Regulations (GDPR) as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data and other online identifiers.

The personal data that we use is set out below.

What are your rights?

Under the GDPR, you have the following rights, which we will always work to uphold;

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details below.
- b) The right to access the personal data we hold about you.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
- e) The right to restrict (prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means.
- h) Rights relating to automated decision making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us by using the details provided on page 1.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

What Personal Data do we collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us e.g. Client or Supplier) however this list is not exhaustive but covers the main areas;

- Contact Name.
- Company Address – of pick up location and delivery address. This may be your Company Address or that of a third party you have asked us to go to.
- Telephone Number.
- Email Address
- Payment information e.g. Bank details, invoice number

Your personal data is obtained by us from you directly by you contacting us.

How do we use your Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. Our lawful basis is either, the data is necessary for our performance of a contract with you or because you have consented to our use of your personal data. Your personal data may be used for one or more of the following purposes;

- Supplying our service to you. Your personal details are required in order for us to enter into a contract with you and adequately perform the services for which we are engaged.
- Personalising and tailoring our service for you to provide the best advice we are able.
- Communicating with you. This may include responding to emails or phone calls from you.

How long do we keep your Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods;

- Payment information and any invoices sent to us for payment are processed and securely retained for six years from the last financial year. Paper based copies of your records are destroyed after this time.
- If you cease to be a client, your details will be removed from our database after twelve months.
- Our database will retain your information on an ongoing basis whilst we provide our services to you unless you request otherwise.

How and where is my Personal Data stored, shared and transferred?

Personal data is stored securely on our password protected database. Personal Data is transferred between approved locations as part of your agreement for us to supply our services to you. There may be occasions where the approved locations fall outside of the UK (including countries that are not part of the European Economic Area (EEA)) and these countries may not have data protection laws that are as strong as those in the UK. If this is the case, we will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR.

As part of our services to you we may require a third party to supply their services to us e.g. a Subcontracted Driver. By giving us your personal information, you are consenting for this to happen in accordance with the operational requirements within the Courier industry. Any third party supplier is reminded of their own legal responsibilities under the GDPR to ensure compliance at all times.

How you can access your Personal Data

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it. This is known as a 'subject access request'

All subject access requests should be made in writing and sent to the email or postal addresses shown on page 1. There is not normally a charge for a subject access request. If your request is 'manifestly unfounded or excessive (e.g. repetitive requests) a fee may be charged to cover our administration costs in responding.

We will respond to all subject access requests within one month from receiving it.

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. You will be notified in writing if any future changes are made to this document.

Contact

If you would like to speak to us regarding this Privacy Notice please call Chris Adcock on the above telephone numbers or at either of the addresses provided on page one.