

Surparcel - Privacy Policy

Surparcel Technologies Ltd. ("Surparcel", "we" or "us") is dedicated to safeguarding and respecting your privacy.

This policy outlines how we utilize any personal information you provide to us through our website or customer service. Please take the time to read it carefully. We may update this policy, and any changes will be posted on this page, so please check back regularly.

For the purposes of data protection law, Surparcel Technologies Ltd. is the controller, with a registered office at Unit 47, Trident Court, 1 Oakcroft Road, KT9 1BD. All correspondence should be sent to the trading address.

Information we collect from you

Information you provide to us:

You can provide us with information through various means, such as filling in forms on our websites or communicating with us via phone, email, or live chat. This includes details you provide when registering for an account, searching for a price comparison or quote, entering into a service contract, participating in a competition, promotion, or survey, or reporting issues with our services.

The personal information you provide may include your name, address, email address, phone number, financial information, and other relevant details about you or someone you know (e.g., consignee) to enable us to provide our services, including information related to the collection address and delivery address.

Financial data:

For payment processing, we use a third-party partner such as Tyl by Natwest. To authorize payment, you will be required to provide Financial Data (e.g., your banking details). When you place an order on the site, you consent to provide the necessary data for payment processing directly to this third party. The policies of Tyl will apply to the payment process. We will not share financial data with any other third parties, including our Surparcel Network, without your prior consent, except as provided in this policy.

When you place an order through Surparcel, you can be registered and logged into your account. From your account, we collect your name, email address, phone number, and address. Additionally, you will manually enter your credit card details during the payment process. This information is essential for processing and fulfilling your order and for account maintenance purposes.

Protecting our Customer's Information

At Surparcel, we prioritise the security of your information. When you place orders, we use a secure server with SSL (Secure Socket Layer) encryption. This encryption ensures that all the information you provide is encrypted before it is transmitted to us, providing a secure data transmission process. Furthermore, to prevent unauthorized access, we implement multiple layers of encryption and security measures to protect sensitive customer data.

Additionally, all sensitive customer data we collect is safeguarded with multiple layers of encryption and security measures to prevent any unauthorised access.

Information we collect about you:

When you use our website, we automatically collect information about your device, including your IP address, details about your visit (such as how you accessed our websites), and how you use our services. We may combine this information with other data you have provided to us or information we have received from other sources.

How we use your Information

We use personal information about you in connection with the following purposes:

- To act as a service provider to you and fulfill your request and it is not shared without your consent
- Completing any transactions you do with Surparcel
- Administering promotions or competitions you enter
- Contacting you by post, phone, or email, when necessary, in connection with an order or as a registered Surparcel Member

Marketing and advertising: Sending information or offers about upcoming products, promotions, Surparcel Services, or customer surveys. Measuring and understanding the effectiveness of advertising we serve to you and others.

Service improvement and account management:

- Ensuring that our content is presented effectively for you and your device.
- Administering our websites and internal business administration, including troubleshooting, data analysis, testing, research, and survey purposes.
- Protecting our interests and those of third parties, and ensuring the safety and security of our services.
- Managing and operating your account with us.

Opt Out:

If you do not wish to receive future marketing communications from Surparcel (excluding essential order-related emails), you can unsubscribe using the link provided at the bottom of each email. Alternatively, you can send a request by post to the Data Protection Manager at Surparcel, Unit 47, Trident Court, 1 Oakcroft Road, KT9 1BD.

Sharing your Personal Information

We may share your personal information with third parties in the following circumstances:

Surparcel network companies: to obtain quotes and book your delivery

Some of Surparcel's Services are provided by our business partners who are part of the Surparcel Network, and we need to disclose your information to them to provide you with the Surparcel Services.

Analytics and search engine providers: to help us improve our services

We may provide information about your visit to analytics and search engine providers to help us improve and optimize our services. This information is shared in a form that does not directly identify you.

If we sell or buy any business or assets

If we sell or buy any business or assets, we may disclose your personal information to the prospective seller or buyer of that business or those assets, along with their professional advisers. If Surparcel (or substantially all of its assets) is acquired, personal information held about its users will be one of the transferred assets.

To comply with a legal obligation

We may disclose your personal information if required by law or in response to a request from law enforcement or another regulatory authority. We may also disclose your personal information to enforce our agreements with you or to protect the rights, property, or safety of Surparcel, its users, or others. This includes sharing personal information with other organizations for fraud prevention purposes.

Your Rights

You have the right to ask us not to process your personal information for marketing purposes. You can do this at any time by clicking on the "unsubscribe" link in any marketing email we send you. You can also send your request by post to Surparcel at Unit 47, Trident Court, 1 Oakcroft Road, KT9 1BD.

Data Protection Rights:

You have the right to access your personal information, object to its use for certain purposes, and request the erasure, restriction, or a machine-readable copy of your personal information. To make a request to Surparcel for any Personal Data that we may hold, you need to put the request in writing and send it to Surparcel at Unit 47, Trident Court, 1 Oakcroft Road, KT9 1BD.

Storing Your Personal Information:

We may transfer, store, or process your personal information outside of the European Economic Area ("EEA"). By submitting your personal information, you agree to this transfer, storing, or processing. When using service providers outside the EEA, we ensure

that approved data transfer mechanisms (such as EU Standard Contractual Clauses and EU-US Privacy Shield) are used to adequately safeguard your personal information in the recipient country.

Email Security:

acknowledge that email messages sent over the internet are not encrypted and are not secure. While we make efforts to protect your data, we cannot guarantee the security of any data transmitted to us via email. If you have sensitive or confidential data that you do not wish to communicate by email, please contact us by post to arrange an alternative method of communication. You transmit all such data at your own risk.

Data Retention:

The length of time we keep your data collected through our site depends on the context in which you provide it and the purpose for which we use it. We will only retain it for as long as necessary for such purposes. For example, we will keep your registration information for as long as you are registered as a Surparcel Member on our site, and transaction records for up to six years. We may send you direct marketing communications until you unsubscribe.

Call Recordings:

If you call our customer service team, we may record your call for training and quality control purposes.

Cookies:

We use cookies and similar technologies on our website to distinguish you from other users and improve your experience when using our services. You may adjust your browser settings to refuse cookies, but some of our services may not work if you do so. For detailed information on the cookies we use and why we use them, please read our Cookie Policy.

Third-Party Websites:

Our website may contain links to other websites. This privacy policy does not apply to those other websites, and we do not accept liability for the content or privacy practices of any other website. Please review the privacy policy of any other website before submitting personal information to it.

GDPR Policy:

This GDPR policy outlines how Surparcel collects, processes, and protects your personal data in compliance with the General Data Protection Regulation (GDPR) (EU) 2016/679.

Data Collection:

We collect personal data necessary for delivering our services, such as your name, address, email, phone number, and payment details. This data is collected when you register on our website, place an order, or interact with our customer support.

Data Use:

We use your personal data for the following purposes:

- Processing and managing your orders
- Responding to your inquiries or complaints
- Improving our services through user data analysis
- Communicating with you about your orders, our services, or updates
- Complying with legal requirements and protecting our legal rights

Data Sharing:

We may share your data with third-party service providers involved in the delivery process. These providers are contractually obligated to use your data strictly for fulfilling their service and are not allowed to use it for their own purposes.

Data Retention:

We retain your data for as long as necessary to fulfill the purposes for which it was collected or as required by law. After this period, your personal data will be deleted.

Data Security:

We implement robust security measures to protect your data from unauthorized access, alteration, disclosure, or destruction. However, while we strive to protect your data, we cannot guarantee absolute security.

Your Rights:

Under GDPR, you have the following rights:

- Access: You can request access to your personal data.
- Rectification: You can request correction of any inaccurate or incomplete personal data.
- Erasure: You can request erasure of your personal data, subject to certain exceptions.
- Restriction: You can request a restriction on the processing of your personal data.
- Portability: You can request to receive your personal data in a structured, commonly used, and machine-readable format.
- Objection: You can object to the processing of your personal data under certain circumstances.

Changes to this Policy:

We may update this GDPR policy periodically and will notify you of any significant changes. Please check this page regularly to stay informed.

Contact Us:

For digital GDPR requests, email your information request to gdpr@surparcel.com

If you have any questions about this privacy policy or how Surparcel processes your personal information, you can contact us using the following details:

Post: Data Protection Manager, Surparcel Technologies Ltd, Unit 47, Trident Court, 1 Oakcroft Road, KT9 1BD.

We aim to address any questions or concerns you may have. However, if you wish to escalate your concern, you have the right to raise it with the UK Information Commissioner at the following address:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Updated: 06th March 2024