



Privacy Policy Notice

Contact

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The Policy

Updated: 03/10/2020

This privacy policy notice is served by Polsino Tech Limited T/A as VanHelper, with its registered address at The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS and company number 12262649, under the website: www.vanhelper.com

The purpose of this policy is to explain to you how we control, process, handle and protect your personal information through the business and while you browse or use this website. If you do not agree to the following policy you may wish to cease viewing / using this website, and or refrain from submitting your personal data to us.

E: info@vanhelper.com T: 0333 050 7117

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Registered office: 1 The Oaks Mill Farm Courtyard, Beachampton, Milton Keynes, Buckinghamshire, England, MK19 6DS

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1. Policy key definitions

- "I", "our", "us", or "we" "VanHelper" refer to the business: Polsino Tech Limited T/A as VanHelper,
- "you", "the user" refer to the person(s) using this website and or submitting your personal data.
- "Van Service Provider", "Service Provider" means the providers of van delivery services via the VanHelper website.
- "Van Users" means the end users of the Van Service Provider's services.
- GDPR means the General Data Protection Regulation (EU Regulation 2016/679) .
- PECR means Privacy and Electronic Communications (EC Directive) Regulations 2003.
- ICO means the Information Commissioner's Office.
- Cookies mean small files stored on a user's computer or device.

2. Key principles

Our privacy policy embodies the following key principles; (a) Lawfulness, fairness and transparency, (b) Purpose limitation, (c) Data minimisation, (d) Accuracy, (e) Storage limitation, (f) Integrity and confidence, (g) Accountability.

3. Processing of your personal data

We are registered with the ICO under the Data Protection Register, our registration number is: ZA576877

Under the GDPR we control and / or process any personal information about you electronically using the lawful bases set out in the table below:

Information collected	Party involved	Purpose for processing	Lawful basis	Necessary because	Ways in which the information is processed	Data retention period	Sharing information with 3 rd parties
Name	Van Service Provider and their employees	Pre-contractual relationship, establishing party with whom VanHelper is entering into a contract with.	Contract	Processing is necessary due to fulfilment of contract	Stored on database for referencing the Van Service Provider Email notifications	Until 6 months after termination of contract between VanHelper and Van Service Provider	May be shared with Van User who has placed an order for the service
Address	Van Service Provider	Pre-contractual relationship, establishing party with whom VanHelper is entering into a contract with.	Contract	Processing is necessary due to fulfilment of contract	Stored on database for referencing the Van Service Provider	Until 6 months after termination of contract between VanHelper and Van Service Provider	Not shared with 3rd party

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Email	Van Service Provider and their employees	Pre-contractual relationship, establishing party with whom VanHelper is entering into a contract with. Main communication channel between Van Service Provider and VanHelper	Contract	Processing is necessary due to fulfilment of contract	Stored on database and used for main communications channel between Van Helper and the Van Service Provider Notifications of jobs and orders	Until 6 months after termination of contract between VanHelper and Van Service Provider	May be shared with Van User who has placed an order for the service
Phone number	Van Service Provider and their employees	Communications and contact between Van Service Provider and VanHelper	Contract	Processing is necessary due to fulfilment of contract	Stored on database for referencing the Van Service Provider	Until 6 months after termination of contract between VanHelper and Van Service Provider	May be shared with Van User who has placed an order for the service

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Company number	Van Service Provider	To prevent fraud and ensure that the company being registered to the VanHelper website is a legitimate business	Legitimate interests	Processing is necessary due to legitimate interest as a lawful basis	Used to establish legitimate business identity	Until 6 months after termination of contract between VanHelper and Van Service Provider	May be shared with Van User who has placed an order for the service
Vehicle License plates	Van Service Provider	To check the information provided for the Vans registered to Van Helper is a legitimate van registered to the DVLA (Driver and Vehicle Licensing Agency)	Legitimate interests	Processing is necessary due to legitimate interest as a lawful basis	Used to establish legitimate vehicle licensing information	Until 6 months after termination of contract between VanHelper and Van Service Provider	May be shared with Van User who has placed an order for the service
Personal Identification and supporting documents	Van Service Provider	Pre-contractual relationship, establishing party with whom VanHelper is entering into a contract with	Contract	Processing is necessary due to fulfilment of contract	Verified against the Van Company representative on registration and activation of account.	Until 6 months after termination of contract between VanHelper and Van Service Provider. 3rd party retention for up to 7 days after an ID check is initiated.	May be shared with TrustID for ID check service.

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Name	Van User	Pre-contractual relationship, establishing party whom Van Helper is entering contract with.	Contract	Processing is necessary due to fulfilment of contract	Stored on database for referencing the booking Email notifications, Booking information and pre-filling review submission related to specific bookings Passed on for communications to Van Service Provider	The earlier of (i) 26 months after last contact with Van User or (ii) Until requested for removal	May be shared with Van Service Provider
Name (Reviews)	Van User	Legitimate interest in providing authority to user feedback reviews for services, user submits name optionally.	Legitimate interest	Processing is necessary due to legitimate interest as a lawful basis	Stored on database for reviews submitted by user	Until requested for removal	Displayed publicly for Service Provider Reviews on VanHelper

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Pick up location	Van User	Required location information which is passed on to Van Service Provider to fulfil the contract	Contract	Processing is necessary due to fulfilment of contract	Stored on database for referencing the booking Email notifications Passed on for communications to Van Service Provider	The earlier of (i) 2 years after last contact with Van User or (ii) until requested for removal	May be shared with Van Service Provider
Destination location	Van User	Required location information which is passed on to Van Service Provider to fulfil the contract	Contract	Processing is necessary due to fulfilment of contract	Stored on database for referencing the booking Email notifications Passed on for communications to Van Service Provider	The earlier of (i) 2 years after last contact with Van User or (ii) until requested for removal	May be shared with Van Service Provider

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Email	Van User	Communications for the confirmation of job for VanHelper	Legitimate interests	Processing is necessary due to legitimate interest as a lawful basis	Stored on database for referencing the booking Email notifications Passed on for communications to Van Service Provider	The earlier of (i) 26 months after last contact with Van User or (ii) until requested for removal	May be shared with Van Service Provider
Phone number	Van User	Passed on to Van Service Provider for communications purposes Held for the purpose of communications between VanHelper and VanUser	Legitimate interests	Processing is necessary due to legitimate interest as a lawful basis	Stored on database for referencing the booking Email notifications Passed on for communications to Van Service Provider	The earlier of (i) 26 months after last contact with Van User or (ii) until requested for removal	May be shared with Van Service Provider

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Email (Reviews)	Van User	For the purpose of data processing when a Service Provider has given us an email address to ask a user for a feedback review.	Legitimate interests	Processing is necessary due to legitimate interest as a lawful basis	Emails gathered through this method will not be used for any other purposes	The earlier of (i) 26 months after last contact with Van User or (ii) until requested for removal. Users can opt to unsubscribe from such emails through easily available unsubscribe links in emails	Provided by Service Provider to VanHelper
Anonymised Analytics data	All visitors of the website	Analyse the usage data of the web site through User's interactions and measurement of usage for the purpose of driving future improvements.	Consent	N/A	Information is collected through Google Tag Manager and Google Analytics only if the user has given active consent. Your personal data will be transmitted to Google, processed and stored by Google, the US State authorities have access to this personal data.	By default the User and event data expires in 26 month	Google Analytics

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Cookie consent and Cookie preference	All visitors of the website	Record of choice of consent on cookies through consent management platform	Legal Obligation	Processing is necessary to comply with GDPR on record of cookie consent	Information is collected through Quantcast Choice Consent Management Platform	Log data for up to 13 months	Quantcast
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For the avoidance of doubt, we will always ask for your specific consent before using your personal details for any marketing purposes (as further explained later in this policy).

Lawful basis explanation

- Consent: The data subject has freely given consent for their information to be processed for a specific purpose.
- Contract: Processing is necessary due to the fulfilment of a contract.
- Legal Obligation: Processing is necessary to comply with the law.
- Vital Interest: Processing is necessary to save or protect an individual's life.
- Public Tasks: Processing is necessary to perform a public interest in official functions. (Primarily applies to governmental agencies/entities.)
- Legitimate Interests: Processing is necessary to the legitimate interests of an organization or a third-party affiliate.

Named 3rd parties

- PayPal, Payment service provider.
 - Privacy policy: <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>
- Google Recaptcha, Spam reduction on website
 - Privacy policy and Terms of Use: <https://policies.google.com/privacy?hl=en>

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- Google Analytics, Analytics of website
 - Privacy policy and Terms of Use: <https://policies.google.com/privacy?hl=en>
- Amazon AWS, Hosting and infrastructure of the website
 - Privacy policy: <https://aws.amazon.com/privacy/>
- Private Email, Email provider (Part of Namecheap)
 - Privacy policy: <https://www.namecheap.com/legal/general/privacy-policy/>
- Quantcast, Consent management platform
 - Privacy policy: <https://www.quantcast.com/privacy/>
- TrustID, Photo ID verification service.
 - Privacy policy: <https://www.trustid.co.uk/privacy-policy/>

If, as determined by us, the lawful basis upon which we process your personal information changes, we will notify you about the change and any new lawful basis to be used if required, and update this policy as necessary. We shall stop processing your personal information if we do not have a lawful basis to do so.

Your individual rights

Under the GDPR your rights are as follows. You can read more about your rights in detail [here](#);

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

You also have the right to complain to the ICO [www.ico.org.uk] if you feel there is a problem with the way we are handling your data; however we would welcome the opportunity to resolve your concerns ourselves, so please

contact us first through email legal@vanhelper.com or through telephone on 0333 050 7117 (Mon - Fri 09:00 to 17:00).

Subject access requests

We handle subject access requests in accordance with the GDPR. This means 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 (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to legal@vanhelper.com

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

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4. Cookies

What are cookies?

Cookies are data files stored locally on your device (computer, smartphone etc) which hold information when you visit a website.

How does VanHelper use cookies?

We use cookies on this website to provide you with better user experience. We do this by placing a small text file on your device/computer hard drive to track how you use the website to record or log whether you have seen particular messages that we display, to keep you logged into the website where applicable, to display relevant adverts or content, referred you to a third party website.

Some cookies are required to enjoy and use the full functionality of this website. We use a cookie control system which allows you to accept the use of cookies and control which cookies are saved to your device/computer.

Some cookies will be saved for specific time periods, where others may last indefinitely. Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

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Cookies that we use are:

Cookie origin	Category	Purpose	3rd party privacy policy link
VanHelper	Strictly necessary	User Session ID for the purpose of session tracking	N/A
Amazon AWS	Strictly necessary	Load Balancer for the purpose of session tracking	https://aws.amazon.com/privacy/
Google Analytics	Statistics	Analytics data for the purpose of gathering statistics on behaviour of users on website	https://policies.google.com/privacy?hl=en-GB
Google ReCaptcha	Strictly necessary	Recaptcha for the purpose of spam protection	https://policies.google.com/privacy?hl=en-GB
PayPal	Strictly necessary	Payment provider for the purpose of providing payment services	https://www.paypal.com/uk/webapps/mpp/ua/privacy-ful !
Quantcast	Strictly necessary	Consent management platform for the purpose of storing user's cookie consent	https://www.quantcast.com/privacy/

Managing cookies

Most modern browsers allow you to manage your cookies saved on your device, navigate to "Help" within your browser and search for "Manage cookies" to find out how. Please note modifying these settings may affect the service and access of VanHelper.

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You can opt to manage your cookies with the following methods:

- Use Consent Management Platform
- View cookies and delete them individually
- Block third party cookies
- Block all cookies
- Delete cookies when closing the browser

Adjusting these controls may affect how your devices set cookies on all websites.

5. Data security and protection

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement.

We will only store or transfer your personal data within the UK and the European Economic Area.

6. Fair and transparent privacy

We have provided some further explanations about user privacy and the way we use this website to help promote a transparent and honest user privacy methodology.

Sponsored links, affiliate tracking & commissions

Our website may contain adverts, sponsored and affiliate links on some pages. These are typically served through our advertising partners; Google AdSense, or are self-served through our own means. We only use trusted advertising partners who each have high standards of user privacy and security. However, we do not control the actual adverts seen/displayed by our advertising partners. Our ad partners may collect data and use cookies for ad personalisation

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and measurement. Where ad preferences are requested as 'non-personalised' cookies may still be used for frequency capping, aggregated ad reporting and to combat fraud and abuse.

Clickable sponsored or affiliate links may be displayed as a website URL like this; www.vanhelper.com/advert/clickable or as a titled text link.

Clicking on any adverts, sponsored or affiliate links may track your actions by using a cookie saved to your device. You can read more about cookies on this website above. Your actions are usually recorded as a referral from our website by this cookie. In most cases, we earn a very small commission from the advertiser or advertising partner, at no cost to you, whether you make a purchase on their website or not.

If you have any concerns about this we suggest you do not click on any adverts, sponsored or affiliate links found throughout the website.

7. Email messages and SMS notifications

For Customers:

We only collect certain data about you, as detailed in Section (3) above. We will only contact you relating to a booking you have placed, we will not send you marketing emails or marketing SMS messages.

For Van Service providers:

We only collect certain data about you, as detailed in Section (3) above. We will only contact you in relation to bookings and events which affect your account, we will not send you marketing emails or marketing SMS messages.

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