

Privacy Policy

1. Introduction

In preparation for the changes to the General Data Protection Regulation (GDPR), we have updated our privacy policy to explain why we collect your personal data and how we use it

If you would like more information about GDPR, you can visit the Information Commissioner's Office website at www.ico.org.uk

1.2 About us

Your personal data (any information which identifies you, or which can be identified as relating to you personally) will be collected and used by John S L Watson, registered in Scotland with the registration number SCO 41688. We are based at 102 Crowhill Road, Bishopbriggs, Glasgow, G64 1RP. You can call us on 0141 772 7745 or email us on info@clamshellhire.co.uk

2. The data we collect and how we use it

We need your information and use the information we collect about you:

- to enable us to supply you with information, products and services that you have requested;
- to help us with understanding more about how our site is used;
- to be able to send you communications that may be of interest to you, either electronically or otherwise; and
- for all other purposes consistent with the proper performance of our operations.

2.1 Marketing

It is your choice whether you receive marketing information from us. If you indicated that you are interested in receiving regular information

about our activities, we will send you communications either electronically or by post. In addition, we may send you direct mail that we feel may be of interest to you. We will not contact you for marketing purposes unless you have given your prior consent. If, at any time, you no longer wish to receive this information, please send a written request to info@clamshellhire.co.uk.

Also, all of our email marketing correspondence gives you the option to opt-out of receiving further marketing emails. Please note that you will still receive until you opt out.

2.2 Signing up to receive information from us

When you submit your data (email only or name, email address and postcode):

Through the Subscribe Form on our website, verbally via phone or in person or via email

When you 'opt-in' to receive information

we will use this data to send you:

- Invoices and Statements
- E-newsletter & Updates

We use an email provider, Mailchimp, to store your data and to deliver our Newsletter & Updates.

For more information, please see Mailchimp's Privacy Policy.

3. Website

We use Google Analytics to collect information on web browsing. Google Analytics uses cookies to tell us details such as number of visits, length of visit, search engine used etc. A cookie is a term for a packet of data that a computer receives, then send back without changing or altering it.

All of the information that is collected is anonymised and cannot be used to identify you.

Our website contains hyperlinks to many other websites. We are not responsible for the content or functionality of any of those external websites (but please do let us know if you have any concerns about the websites we have linked to, by emailing info@clamshellhire.co.uk).

4. Sharing data

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK/EEA. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you.

We will never sell your personal data or share it for marketing purposes.

We will not share your personal data with other organisations.

We use specialist providers such as Mailchimp to send you the information you have 'opted-in' to receive. Your data will be held with them as long as necessary to efficiently undertake the administration and communication required.

5. How we store and protect your data

5.1 Storage

We use the email provider, Mailchimp, to store your data and to deliver our Enewsletter. This will be held by Mailchimp until you unsubscribe.

The following link takes you to [Mailchimp's Privacy Policy](https://mailchimp.com/legal/privacy/) -
<https://mailchimp.com/legal/privacy/>

[Dropbox Privacy Policy](https://aem.dropbox.com/cms/content/dam/dropbox/www/en-us/security/privacy_data_protection_whitepaper.pdf) -
https://aem.dropbox.com/cms/content/dam/dropbox/www/en-us/security/privacy_data_protection_whitepaper.pdf

John S L Watson Haulage is based in Scotland and we store our data within the European Union. Some organisations which provide services to us may transfer personal data outside of the European Economic Area, but we will only allow them to do this if your data is adequately protected. Mailchimp and Eventbrite are all signed up to the EU-US Privacy Shield.

5.2 How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

5.3 Protection

We use a variety of physical and technical measures to keep your data safe and prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means).

Unfortunately, no company or service can guarantee complete security. Unauthorised entry or use, hardware or software failure and other factors may compromise the security of user information at any time.

Only our managers and certain office staff have access to our servers which are password protected, changed regularly and changed once a member leaves the organisation. Those who have access to data receive data protection training and we have a set of data protection procedures which members are required to follow when handling personal data.

6. Analysis of your data

We carry out research and analysis on our databases (held on Mailchimp, John S L Watson secure servers and Dropbox) to determine the success of our Programmes and Services in reaching those with an interest in applying to or using them. This allows us to better understand behaviour and responses and to identify patterns and trends, particularly the geographical location of applicants and those who use our Services. This helps inform our approach towards our communications and makes John S L Watson a more efficient and effective organisation.

We gather statistics around email opening and clicks using industry standard technologies to help us to monitor and improve these communications.

Any analysis we undertake or report on will never identify you as an individual.

7. Your privacy rights under General Data Protection Regulation (GDPR)

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a subject access request)

The right to have your data erased (although this will not apply where it is necessary for us to continue to use the data for a lawful reason)

The right to have inaccurate data corrected

The right to object to your data being used for marketing or profiling

If you have any questions about this policy or about your personal data, or would like to access your information, please email info@clamshellhire.co.uk or write to the John S L Watson Haulage, 102 Crowhill Road, Bishopbriggs, G64 1RP.

8. Complaints

We hope that you never will have any concerns about John S L watson Haulage collection and use of your personal data. However, if you have any complaints about an issue concerning your data protection and privacy rights, please email info@thomasmuir.co.uk or write to the John S L Watson Haulage, 102 Crowhill Road, Bishopbriggs, G64 1RP.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can report a concern with the UK Information Commissioner's Office which regulates and enforces data protection legislation in the UK.

Details of how to do this can be found on their website or you can contact the Information Commissioner's Office through a web form or telephone 0303 123 1113.

9. Changes to our privacy policy

We will review this policy on a regular basis to keep it up to date and ensure it still accurately states how and why we collect and store your data. The current version of our Privacy Policy will always be posted on our website.

This Privacy Policy was last updated on 17.05.2018