

Expressair International Ltd and Expressair Sameday Ltd - Privacy Policy

Who are we?

We are Expressair International Ltd (Company registration: 1885331) and Expressair Sameday Ltd (Company registration: 2662233), to be referred to in this privacy policy collectively as "Expressair" trading from 5-6 Horton Road, Poyle, Colnbrook, Berkshire SL3 0DF and can be reached on 01753 686272 or via emailing our team at ops@expressair.co.uk

GDPR Controller at Expressair: Michael Townsend
GDPR Processors: All staff and agents of Expressair International Ltd and Expressair Sameday Ltd

What personal info do we hold?

We may hold the following information

- Your name, Company name and address, email address, telephone number(s) and other contact details
- Details of the services you have used
- Details of any enquiry or complaint
- Your information when signing for receipt of a parcel
- Company bank details

Expressair holds some of this information on a secure server. The information can be accessed by office staff employed by Expressair and by Coda Commerce Ltd who manage our dispatch operating system. Remote access is made via registered mobile security passwords.

Our Accounts software is held on a password controlled computer based in our office, it can not be accessed remotely. All programs are password protected. Access to our office is restricted by way of door code entry systems and lock and key. The premises are alarmed.

When do we collect data?

- When an account is opened
- When you use our services
- When you contact us

This information does not contain any special type of information or location-based information, other than we hold Business name, address, email and telephone numbers of customers.

How do we use information held?

- To identify you, as our client and your account held with us.
- To invoice you and allocate payments using this information.
- To contact you regarding future business or any current deliveries we are undertaking for you.
- To conduct credit checks and administer payments
- To resolve queries and complaints
- To recover debt
- To comply with our legal obligations

Expressair understand the requirement of confidentiality, integrity and availability of the data it processes. Delivery data will be used for HMRC Customs and delivery agents as required to process export/import/deliveries. The information is retained in line with HMRC (and overseas Customs agencies as applicable) requirements and destroyed when no longer required by guidelines. Delivery data is held securely and processed as required.

We hold no third party links on our website www.expressair.co.uk, We do not use Google ads on our website www.expressair.co.uk

Expressair will hold the data as necessary to comply with the laws that apply to the business as set out by the relevant Customs Authorities. Expressair will notify you of any data breaches.

Expressair only acts on the written instructions (via manual consignment notes, manifests, email or data transfer) from customers and use that data to accomplish deliveries of goods including UK, customs and destination countries.

Consent

By submitting information to Expressair you consent to the collection and use of this information by Expressair, its agents and our credit referencing company.

Opting out

You have the right to opt out of receiving our emails at any time by contacting our Data Processing officers at ops@expressair.co.uk or our Data Protection Officer Helena Dillon at Helena@expressair.co.uk

Email addresses are held for the following purposes;

- To send information to you
- To respond to your enquiries
- To respond to your requests and questions
- To process your orders and updates pertaining to orders
- To issue invoices
- To issue requests for payment

Sharing your information

- To recover debt
- For the purpose of identification verification
- To provide a service with our business partners, such as deliveries or collections
- For the prevention of fraud against us, third parties and our customers

Access to your personal information

You have certain rights with respect to the personal information we hold about you, which subject to laws, include the following:

- Request a copy of the personal data we hold about you
- Inform a correction to your personal data
- Exercise your right to restrict our use of your personal data
- Exercise your right to erase your personal data
- Object to particular ways in which we are using your personal data

Any request must be made in writing and proof of identification is required in order to protect your information. We will ensure that your information is kept accurate and up to date as far as reasonably possible. We rely on you to ensure that some of your information is accurate and up to date and encourage you to inform us of any changes to your personal information.

If you have any questions about this Policy or information we have collected about you, please contact us

Expressair International Ltd or Expressair Sameday Ltd
5-6 Horton Road
Poyle
Colnbrook
Berkshire
SL3 0DF
01753 686272
accounts@expressair.co.uk

Should you have any technical questions relating to data storage, please contact

Coda Commerce
329 Bracknell
Doncastle Road
Bracknell
Berkshire
RG12 8PE
01344 423513
enquiries@codacommerce.com