



RIGGALL'S REMOVALS PRIVACY POLICY

Introduction

Riggall's Removals are committed to safeguarding the privacy of our website visitors and services users. Riggall's Removals (referred to as 'we', 'us' or 'our' in this policy) are located at Woodlands, Mawthorpe, Alford, Lincolnshire, LN13 9LU.

Privacy Policy

This Privacy Policy governs the way we collect, use, maintain, and disclose information collected from customers (referred to as User(s)). Users of Riggall's Removals website www.riggallsremovals.co.uk (referred to in this policy as "Site"). This privacy policy applies to the Site and all products and services offered by us.

Personal identification information

Riggall's Removals may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features, or resources we make available on our Site. Users may be asked for, an appropriate, name, email address and phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to personally supply identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

Riggall's Removals may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the IP address, the type of computer, and technical information about Users' means of connection to our Site, such as the operating system and the Internet service providers utilised and other similar information.

Cookies

Under the EU Cookie Directive, we are required by law to explain cookies and why we use them. This site may use cookies; these are small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third-party applications like Google Analytics.

As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or looking at the About Cookies website which offers guidance for all modern browsers.

Our website may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

Links to other websites

Riggall's Removals website may contain links to other websites of interest. However, once



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you have used these links to leave our site, users should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting and/ or using such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

How we collect and use collected information

We do not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information.

Riggall's Removals may collect and use Users personal information for the following purposes:

- **Improve customer service** - Information you provide helps us respond to your customer service requests and support needs more efficiently.
- **Send periodic emails** - We may use the email address to send User information and updates

We may also process any other of your data needed to carry out our services.

This information may be collected by us, either face to face, over the telephone or email.

The types of data we may collect are:

- **Identification Data** – Name(s), Username(s) or similar information.
- **Contact Data** – Collection(s) & delivery address(es), billing address(es) email address(es) and telephone numbers.
- **Financial Data** – Card payment and Bank details.
- **Transactional Data** – Payment details to and from users and other purchase made with us.
- **CCTV Data** – Images collected on our premises and/or in the vicinity of our vehicles of users.

The processing of CCTV images allows us to use them in the blow situations.

- **Crime Prevention** – The use of collected images helps to protect our buildings and vehicles from vandalism, disruption, damage, and other potential criminal activities and discourage crime.
- **Helping law enforcers** – The use of collected images would be available to help in the detection and/or prosecution of a crime if required.
- **Civil Litigation** – If needed the images would be available to help resolve any civil litigation case if required to do so.
- **Safety** – The images collected would help with the personal safety of staff, visitors and/or members of the public.

Riggall's Removals may disclose your personal data to our insurers and /or professional advisers as reasonably necessary for the purpose of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice or the establishment, or defence of legal claims whether in court proceedings or in an administrative or out of court procedure.



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Riggall's Removals may disclose transaction data and customer relationship data to our trusted subcontractors as reasonably necessary for fulfilling our contract with you. By trusted subcontractors we mean those that we have established are GDPR compliant.

How we store and protect your information

Riggall's Removals adopt appropriate data collection, storage, and processing practices using appropriate security measures to protect against unauthorised access, alteration, disclosure, or destruction of your personal information This may include but not limited to: usernames, passwords, transaction information, and any other data stored on our Site.

Data Security

Any personal data we hold on users is restricted to authorised personal only and may be stored in the following places

- Our web site
- Computers devices or accounting software
- Other operational software that we use
- Paper records

All data is stored and protected in accordance with our Information Security Policy, summarised as:

- Professional anti-virus & anti-malware software on all devices
- Up to date and managed Firewall solution
- Secure password policy on all devices
- Lockable filing cabinets

Sharing your personal information

We do not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates, and advertisers for the purposes outlined above.

Third-party websites

We will not share any information that users provide with any third-party websites or agencies.

Changes to this privacy policy

Riggall's Removals has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.



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Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Our details and Contact information

Riggalls Removals is a partnership (E.M. RIGGALL J.M RIGGALL AND W.E.O. RIGGALL) that carries out business within the UK

This website is owned and operated by Riggalls Removals

If you have any questions or wish to contact Riggall's Removals about this Privacy Policy, the practices of this site, or your dealings with this site, please contact by;

email: info@riggallsremovals.co.uk

post: Woodlands Mawthorpe Alford Lincolnshire LN13 9LU

telephone: 01507462336.