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-TRASLO SERVICE LTD-

Privacy Policy

Last updated on: 10/05/23

At Traslo Service Ltd (we, us, Traslo), understand and respect the importance of our customer's privacy. That is why we are committed to protect and respect the privacy of all users on our website and any other service we provide.

Our Privacy Policy, which is set out below, explains what information and personal data we may collect from you, as well as how we may use or share any information that we have collected, or you have provided to us. Please note that we are only describing our own practices here, to all services that we provide. This policy does not apply to third parties, including other companies you might interact with on or through our service.

When you use and provide information to us via our service, you are accepting and consenting to our processing of your information in accordance with this Privacy Policy and Cookies Policy.

Please read this entire policy carefully. When using our website and service, you are agreeing to the practices described below.

For the purpose of the Data Protection Act 2018 (the Act), the data controller is **Traslo Service LTD**, a company registered in England and Wales, registered company number 08357948, whose registered office is located at 25 Horsell Rd, London N5 1XL.

The type of personal information we may collect

Information that you provide to us such as your name, home address, email address, telephone number, age, financial and credit card information, personal description, details of your household or business, details of any pets you may have, audio recordings, pictures / videos of your property, people and objects or pictures and videos the service provider takes or records before, during and/or after the service, in accordance with our terms and conditions and any other information that you choose to provide voluntarily, when you:

- submit a booking enquiry through our websites and/or over phone
- subscribe to receive any newsletter we may offer from time to time;

- send feedback to us via our website and/or email;
- respond to our marketing communications;
- correspond with us by telephone, post or email; or
- details of any enquiry, claim, report a problem with any of our Services
- information on any inventory, job sheet, collection/delivery documentation

Information that we may collect automatically each time you visit our website:

- basic demographic information and preferences (if you opted in for sharing demographic data in your Google Account; technical information, including the type of device) you use, network information, your operating system, the type of browser you use, etc;
- statistical usage data about our users’ browsing actions, patterns, interactions and navigation through our website. Please note that this data does not identify any individual;

How we may use your information

We use the information you give us:

- Preparation of a quotation for our services;
- Providing you with services;
- Communication with you regarding these services;
- Notification of any changes to the services;
- Providing you with service information;
- Providing advice and guidance and tips for moving home;
- Instructing and engaging third parties such as but not limited to sub-contractors, service providers, shipping lines and airlines, railway companies or Customs agents at destination or origin, to assist with the provision of the services;
- Reporting, research or analysis;
- Resolving complaints or claims;
- Assisting with the prevention or detection of a crime;
- Corresponding with third parties appointed to assist in the resolution of a complaint or claim such as but not limited to an appointed alternative dispute resolution body;

- Ensuring that website content is presented to you in the most informative or effective manner;
- Developing other products or services on our own or with third parties;
- Analysing your usage of our website and viewing patterns;
- Making you aware of offers and other services that maybe of interest to you;
- Credit and control;
- Collecting payment for the services;
- Any payments or refunds will be made to the account/card which was used to make the latest payment.

By providing the account or card details, you and the account/ card holder consent to us doing this.

How we may use the information about you that we collect automatically

We use the information about you that we collect automatically:

- to administer our websites and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our website and services, to ensure that content is presented in the most effective manner for you and for your computer and device;
- to monitor and improve the security, quality and efficiency of our products and services;
- to allow you to participate in interactive features on the website, when you choose to do so;
- as part of our efforts to keep our websites and apps safe and secure;
- to make suggestions and recommendations to you about goods or services that may interest you and to otherwise manage our relationship with our clients.

We use the information about you that we collect automatically in combination with the information you give to us. We will only use such information for the purposes set out above.

Cookies

Cookies are very small files that are stored on your computer when you visit most websites. They are sent back and forth between the website's server and your internet browser to allow the website to remember actions you've made.

Traslo Service LTD use cookies to help improve the performance of this website by measuring web traffic and tracking user journeys. Most of these only contain randomly generated numbers and cookies cannot carry viruses or install malware on your computer.

Most internet browsers allow users to control the acceptance of cookies via the browser's settings. Visit www.allaboutcookies.org to find out how to configure those settings on major browsers.

You can opt out of being tracked by Google Analytics across all websites by installing Google's opt-out browser add-on.

Where we store and process your information

All information you provide to us is stored on our secure server in England. We have an appropriate level of security in place based on the nature of the information stored and the harm that might result from a breach of security.

All payments made through our website are processed by our selected third-party payment provider. Such payments are encrypted.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Disclosure of your information and Third party companies

TRANSFER OF INFORMATION

If you ask us to provide international removal and storage services, certain personal information you have provided will need to be passed to, processed and stored by relevant third parties such as but not limited to; video surveying companies, currency exchange partners, warehouse and logistic companies, shipping lines, airlines, insurance companies and their agents, destination agents, customs and port authorities so as to enable us to provide you with the services you have requested.

Some third parties may be based outside the European Economic Area (EEA). Organisations that are based outside the EEA may be subject to local or national data protection regimes which may not have the same level of controls in regard to data protection as currently exist with the United Kingdom or the EEA.

In order for your goods to be shipped overseas, we may be required to disclose certain personal information to local or national government bodies, other authorities in the United Kingdom or in other countries, such as but not limited to authorities responsible for immigration, border control, security and anti-terrorism. Although it may not be mandatory to provide such information to these authorities we may do so in circumstances where we consider it appropriate to do so.

We may disclose personal information to any member of our group for business purposes, which means subsidiaries, our ultimate holding company and its subsidiaries as defined in section 1159 of the Companies Act 2006 and to any relevant third parties for the purpose of providing services, combating fraud, money laundering and credit risk reduction.

Change of ownership

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or

If all or substantial amount of Traslo assets or the assets of our group of companies are acquired by a third party. In this case, personal data held by us about our customers will be one of the transferred assets;

Duty to disclose

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Website Terms of Use; or to protect the rights, property or safety of Traslo , our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and in an event of a report/claim made to our insurers or the insurers of our partners.

Breach of agreement

If you do not make payments that you owe in relation to any services provided to you by the service provider, we may disclose your personal data to credit reference agencies and to fraud prevention agencies for the purposes of fraud prevention. We may also disclose your personal data to debt collection agencies which may use your information to trace your whereabouts and recover the debts. The information which we provide to such agencies may in turn be provided by those agencies to other organisations which may use your personal data to perform similar checks. Information recorded by fraud prevention agencies may be accessed by organisations in other jurisdictions;

Protect clients and/or any third parties

If we are forced to protect our own rights, property and operations (enforcing contract performance or pursuing remedies or limiting damages we may sustain).

Security

We are committed to securing personal information and any data we collect from clients. We use physical, technical and organisational security safeguards to help protect the information that we have collected from unauthorised access and third parties.

However, please note that no server, network or data transmission over the Internet is 100% secure and we cannot guarantee the security of any information transmitted through our website, and account systems and make no assurance about our ability to prevent any such loss or misuse. By choosing to share any information with us, you are accepting this risk.

Your rights

The General Data Protection Regulation grants you the rights: to know about and access the information we hold about you, to request changes to your personal information if it is erroneous or misrepresents you in any way and to request a copy of your personal data, ask that we restrict the processing of your personal data, or to have us completely erase it.

Additionally, you can limit the personal information you share. The only way we collect personal information is when you provide it to us voluntarily. You can choose to browse some parts of the Traslo website, purchasing a service or otherwise submitting personal information to us. Any personal information that is given to us will generally be retained for as long as it is necessary to provide a service or operate our business, unless a longer retention period is required or permitted by law.

If you have more questions or you want to exercise any of your rights, contact our team by sending an email to info@traslo.com Upon receipt of the subject access request, we will ask you to provide sufficient information to prove your identity before any personal information is released to you.

If you make a subject access request through a third party, such as a solicitor, it will be the responsibility of the third party to provide evidence to demonstrate that they are entitled to act on your behalf. This can take the form of a power of attorney or an appropriate written authority.

Changes to our Privacy Policy

By submitting your information to us, you consent to the use of that information as set out in this Privacy Policy. If we change our Privacy Policy, we will post the updated policy on this page and may place notices elsewhere within the website (such as the home page) for a reasonable period of time, so that you may be aware of the changes.

In the event of any changes, we will also update the “Last updated” date at the top of this Privacy Policy. You should check our Privacy Policy occasionally to ensure that you are happy with any changes we make. Your continued use of the Services following any changes to this Privacy Policy will mean you accept those changes.

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Company Registration No: 08357948 . Registered Office: 25 Horsell Rd, London N5 1XL