

This privacy policy sets out how Elite Services Ltd uses and protects any information that you give [www.eliteservicesltd.com](http://www.eliteservicesltd.com) when you use our website.

Elite Services Ltd and our Data Protection Officer may update and change this policy from time to time. You should check periodically that you understand and agree to any changes before proceeding with your visit to the site.

### WHAT INFORMATION AND DATA DOES ELITE SERVICES LTD COLLECT?

- Journey data from your booking
- Personal contact details such as email addresses and telephone numbers when you:
  - Purchase an item, trip or service from our website
  - When you contact us directly using our online forms
  - When you ask for a refund/exchange/credit note
  - When you contact us directly on the telephone
  - When you correspond with us via written communication e.g. letters and emails
- Vehicle registration details when you:
  - Book your vehicle in for an MOT using MOT Manager
  - Book your vehicle in for a repair/service/check by contacting us via telephone/email or our online form
- Your child's name and school when you book your child onto our Home to School Transportation service

### PAYMENTS

[www.eliteservicesltd.com](http://www.eliteservicesltd.com) does not collect or store your payment details.

Payment details collected by Elite Services Ltd is through your consent by completing the Direct Debit Mandate form when subscribing to the Home to School Transport Service. These details are stored securely and not accessed or used for any other purpose other than to collect payment through your bank for the service provided.

### WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- To enable us to respond to an enquiry submitted via this website.
- We may use the information to improve our products and services.

## **SECURITY**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. The Data Protection Officer regularly reviews the policy and procedures in place and amends in accordance with GDPR regulations.

## **HOW WE USE COOKIES**

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular website. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve this website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better service, by enabling us to monitor which webpages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of this website.

## **LINKS TO OTHER WEBSITES**

From time to time, this website may contain links to other websites of interest. However, once you have used these links to leave our website, you 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 that you provide whilst visiting such websites and such websites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **CONTROLLING YOUR PERSONAL INFORMATION**

We will not sell, distribute or lease your personal information to third parties.

If you would prefer not to receive updates or correspondence from Elite Services Ltd and [www.eliteservicesltd.com](http://www.eliteservicesltd.com), please contact [sales@eliteservicesltd.com](mailto:sales@eliteservicesltd.com) or



## Privacy & Cookies

alternatively complete an online 'Contact Us' form from the website requesting to unsubscribe from notifications and to be removed from our mailing lists.