



RIVERSIDE

Experts in Specialist Fleets

Privacy Policy

2023-25



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Privacy Statement

Who are we?

Riverside Truck Rental Limited trading as NRG Riverside is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website www.nrgriverside.com or use our services. Please read this Privacy Policy carefully. By accessing or using our website or services, you consent to the practices described in this Privacy Policy.

Information We Collect

We may collect personal information from you when you voluntarily provide it to us through forms, registrations, inquiries, or other interactions on our website. The types of personal information we may collect include:

- Contact information (e.g., name, email address, phone number)
- IP addresses
- Demographic information (e.g., age, gender, location)
- Payment information (e.g., credit card details)
- User preferences and interests
- CCTV footage around our Depots and Offices
- Communication preferences e.g newsletters
- Anything which is available publicly e.g. Social Media
- Telephone calls to and from our head office in Skelmersdale are voice recorded for quality, training and monitoring purposes only.
- Other information relevant to customer surveys and offers

gdpr@nrgriverside.com

Use of Information

We may use the information we collect from you for the following purposes:

- Provide, maintain, and improve our website and services
- Respond to your inquiries and provide customer support
- Process transactions and deliver the requested products or services
- Personalize and enhance your experience on our website
- Send you promotional emails and updates about our products, services, and offers
- Conduct market research and analyze usage trends
- Comply with legal obligations and enforce our terms and policies
- Protect against fraud, unauthorized transactions, and other liabilities

Data Sharing and Disclosure

We may share your personal information with third parties in the following circumstances:

Service Providers: We may engage trusted third-party service providers to assist us in operating our website and providing our services. These service providers may have access to your personal information for performing specific tasks on our behalf, and they are obligated to protect your information and use it solely for the purposes we specify.

Business Transfers: If we are involved in a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred as part of that transaction. We will notify you via email and/or prominent notice on our website of any change in ownership or uses of your personal information.

Legal Requirements: We may disclose your personal information if required to do so by law or in response to valid legal requests, such as court orders, subpoenas, or government investigations.

Holding Information

We will hold information for as long as required based on your engagement with us. Where we retain information, we will always consider the points below.

- We hold your information for as long as required to do the activities in this notice.
- We think about what type of information it is, how sensitive it might be and any legal requirements.
- We always think about the potential risk from anyone using or sharing this information without permission.

Job Applicants: If you provide us with your data at a career fair or similar event, we will use the data you provide to request feedback from you and to help us assess the success of the event and, if you consent, we will retain your data (for a maximum of 24 months, unless you agree to a longer period) and use it to contact you about future employment opportunities with us.

If you are making a job application or enquiry, you may provide us with a copy of your CV or other relevant personal information. Please review our recruitment data policy for more information.

Data Security

We implement reasonable security measures to protect the confidentiality, integrity, and availability of your personal information. However, please be aware that no security measure is entirely foolproof, and we cannot guarantee the absolute security of your information.

Your Rights and Choices

You have certain rights and choices regarding the personal information we collect from you. You may:

- Update or correct your personal information by contacting us directly.
- Opt-out of receiving promotional emails by following the instructions provided in the email.
- Request the deletion of your personal information, subject to applicable legal obligations.
- Control cookies and tracking technologies through your browser settings.

Can you see, change or delete your personal data?

Yes, you can see what data we hold by submitting a subject access request to us. The email address is gdpr@nrgriverside.com

You can also ask for your data to be changed or deleted again by following the subject access request process above.

Children's Privacy

Our website and services are not intended for children under the age of [16]. We do not knowingly collect personal information from children. If you believe we may have collected information from a child, please contact us, and we will promptly delete the information.

Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of such websites. We encourage you to review the privacy policies of those websites before providing any personal information.

Our Obligations

We have the following obligations under GDPR & PECR (Privacy and Electronic Communications Regulation 2003)

- Only using the data to fulfil our contracted services and following your written instructions. If we're legally obliged to process your data in any other way we will let you know (so long as the law allows us to).
- Keeping the data we have secret. That applies even after the contract you have with us ends.
- Applying technical and organisational measures to ensure that the level of security at least matches the risk. This includes:
 - Ensuring the confidentiality, integrity and resilience of our systems,
 - Verifying and evaluating the effectiveness of what we are doing,
 - Where we can be anonymising and encrypting data,
 - Under PECR we might contact you in your professional capacity by HTML email, by post with marketing / design news, offers and updates. We have identified as the most unobtrusive way to contact you. We will never contact you with marketing communications more than once a calendar month and only if:
 - We have a pre – existing professional, or personal relationship with you,
 - We have a financial or contractual agreement with you,
 - That we believe the information is of genuine and legitimate interest to you,
 - We believe that the information is useful, or relevant to your job role.
- If you do not find our marketing communications of use or interest, you can easily choose to unsubscribe from our HTML emails at any time. We will never contact you again using this method (or in any form of marketing communication) and will delete you from our active email marketing lists. The unsubscribe link can be found in the header, footer and body areas of our marketing emails.
- If you wish to delete your records from our marketing list, simply send an email request to gdpr@nrgriverside.com
- Rest assured, we undertake regular process audits.
- Any changes to our Privacy Notice in the future will be posted on this page and where appropriate or necessary notify you by email. Please check back frequently to see any changes or updates to our Privacy Notice.

Breach of data and Complaints

If we ever suffer a security breach which results in your data being lost, we will notify you as soon as possible with details of what personal data has been lost or stolen.

Finally, we are obliged to co-operate with the supervisory body in the U.K., which is the Information Commissioners Office (ICO) and comply with the General Data Protection Regulation 2018, the Privacy and Electronic Communications Regulation 2003, the Telecommunications Regulation 2000 and the government appointed Surveillance Camera Commissioner.

If you wish to contact the ICO to raise a complaint about anything you have read above or for further information here is the web address – www.ico.gov.uk

However, if you do have a complaint, please write to us first at the email address or our business address below and we will make every effort to resolve your complaint.

Changes to Policy

We may update this Privacy Policy from time to time. The updated policy will be posted on our website with the revised effective date. We encourage you to review this Privacy Policy periodically for any changes. Your continued use of our website and services after the posting of any modifications will constitute your acknowledgment and acceptance of the updated Privacy Policy.

Contact

Should you wish to contact us regarding how we process your personal data and what data we have, please do so by email: gdpr@nrgriverside.com

Alternatively, please write to:- Data Protection Officer, NRG Riverside, Oasis Business Park, Parkside Place, Skelmersdale. WN8 9RD

Group Chief Technology Officer

Date: 24/05/2023

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