

W. E. Dover Ltd. - GDPR Privacy Notice

W.E.Dover Ltd. - Compliance Statement

Welcome to W.E. Dover's statement on GDPR and Data Security.

We are committed to ensuring that customer's information is always kept secure, and we will implement appropriate technical and organisational measures against the unauthorised or unlawful disclosure of such information, and to prevent its accidental loss, destruction, or damage.

The type of personal information we collect.

We currently collect and process the following information:

- Name, address, telephone number, email address, vehicle registration.

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for the following reason:

- For completing a HMRC Customs Clearance Declaration documentation.
The information that you have provided is sent by us to HMRC on your behalf as a declaration via the secure Customs Document Service (CDS) computer system relating to any goods that you are importing or exporting to or from the UK to comply with HMRC regulations.
- Providing an invoice to you for payment for the above service provided to you, and/or the transfer of importation VAT and Duty fees to our deferment account payable to HMRC.
- To maintain account information such as rates and history of services W.E. Dover Ltd have provided to you.

We also receive personal information indirectly, from the following sources in the following scenarios:

- If you have employed the services of a haulier to transport your goods, they may approach us to complete the HMRC Customs Clearance Documentation on your behalf to facilitate the smooth transportation of your goods in and out of the UK and avoid any delays or penalties at the port.

We may share this information with HMRC, and we also share your information with Fluidity who manage our IT Systems.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) We have a contractual obligation.

(b) We have a legal obligation.

Data Retention

All data retention is handled in line with our retention policy. We are committed in taking a practical approach in line with legal, contractual, and commercial requirements relating to the ownership, retention and disposal of information relating to our business activities within the UK and Ireland. We keep our client data for 5 years for Customs Clearance Documentation and any supporting documents to comply with HMRC legislation and 7 years for any accounting documents again to comply with HMRC legislation.

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You have the right to withdraw consent – when we use consent as our lawful basis to hold / process your data.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Queries and Complaints

If you have any further queries about any topics raised in this document, please contact us at tracey@w.e.dover.co.uk for further assistance and clarity. You can also write to us at W.E. Dover Ltd., 7, St James St., Dover, Kent, CT16 1QD United Kingdom. Our details are also publicly available on the ICO register under Registration Number ZB425359.

If you're not satisfied with our response, or believe we're not processing your personal data in accordance with the law, you can approach the UK regulator for further guidance at <https://www.ico.org.uk>

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113