

## **Finite International Logistics**

### **Privacy Policy**

We are committed to safeguarding the privacy of our customers and website visitors. This privacy policy explains how we handle any personal data that might be provided to us or that we might collect when you visit our website.

#### **What information we collect:**

The legal basis on which we process information is in order for us to provide the services outlined in our Terms and Conditions to our contracted clients.

We may process the following types of information only if they are mandatory for us to carry out our services: your name, address, email address, telephone number, details of the product you ordered and your information when signing for receipt of a parcel.

We do not store or retrieve irrelevant or sensitive data.

#### **How we collect personal information:**

We receive information from third parties who use our services. Where information is received automatically from API integrations these have been authorised by the vendor and take place using encrypted security tokens.

We do not collect personal information for our own use.

#### **Who sees the information:**

Our employee's access and process information in the course of carrying out their duties.

We may share your personal information with third parties e.g. Royal Mail or other carriers, in the course of fulfilling our contractual obligations.

We may share information with other third parties e.g. the police, HMRC and customs officers only when we are legally required to do so.

From time to time in the case of delivering or collecting an item overseas we may transfer information outside of the EU.

## **How long we keep personal information:**

We only maintain a record of your information for business purposes. All paper records are destroyed as soon as possible but within one year in all cases.

Electronic records are kept as an audit log of transactions and are kept for a minimum of 7 years. We take all reasonable technical precautions to prevent the loss, misuse or alteration of any personal information which is held on secure firewall and password protected servers.

## **Our Website:**

The following data may be collected and processed when you visit our website: usage information, details of your visits including (but not limited to) pages viewed and the resources that you access on the site. Such information includes traffic data, location data and other communication data. Information you provide to us, for example, when you make an enquiry and information that you provide when you communicate with us (by any means) may also be collected.

We will only use any personal data you provide to respond to your enquiry.

## **Cookies**

Cookies provide information regarding the computer used by a visitor to the site. We may use cookies to gather information about your website visit via Google Analytics and other tracking systems. You can refuse cookies if you wish and they are not a requirement of using our website. To decline cookies please follow the instructions in your browser.

## **Policy Amendments**

From time to time we may update this policy by posting a new version on our website.

## **Contact Information:**

If you have any queries about our policy please write to us at:

Rob Leering, Finite International Logistics, Unit B6 Station Approach  
Industrial Estate, Penarth, CF64 3EE or [r.leering@finite-international.co.uk](mailto:r.leering@finite-international.co.uk)