

## **DrivenbyDrivers Privacy Policy**

DrivenbyDrivers holds information about its customers as part of delivering its services, facilitating the booking of pre-planned road journeys for multiple persons with road transport providers, which respond to the requests with an offer of a service. The information held is day to day contact information such as email addresses and telephone numbers, where appropriate. DrivenbyDrivers enables the providers of road transport services to quote for business requirements lodged on the DrivenbyDrivers website, for which contact details such as email addresses, telephone numbers and bank details of road transport companies are retained to facilitate the booking of services. In order to facilitate contact between customers of the site and road transport providers, it may be necessary to share contact information of customers and transport providers. By accessing the site and providing DrivenbyDrivers with contact information, you provide permission for those details to be passed to road transport providers or customers accessing the DrivenbyDrivers website.

If customers or road transport providers do not agree to DrivenbyDrivers having their details for the purposes stated in this policy, they should not provide contact details to DrivenbyDrivers.

### **DrivenbyDrivers Website**

The website is an online platform on which Customers can state a requirement for transportation services and accept an offer made by a road transport provider responding to the requirement. The Website enables the initiation of a contract for transportation services between the customer and the transport provider, but DrivenbyDrivers is not a contractual partner in relation to any offer or the transportation services stated in the accepted offer.

In order for DrivenbyDrivers to do business over the internet, DrivenbyDrivers has third party partners who provide website hosting, management and technical fault resolution. These third party partners may have access to personal information of customers and transport providers as a consequence of their activities maintaining and managing the website on behalf of DrivenbyDrivers. These third party partners may also use cookies to monitor and manage the use of the website.

DrivenbyDrivers uses recognised third party online payment providers or payment engines to facilitate payments by customers. These firms may use cookies to monitor usage of their websites or portals. Customers should check cookies policy of all third party providers.

### **What DrivenbyDrivers does with your information**

DrivenbyDrivers uses the information provided to facilitate customers seeking to book bespoke, pre-planned, travel requirements using road transport providers. The information provided is also made available the transport providers who make offers to meet those customer requirements. DrivenbyDrivers holds information on transport service providers, to enable the transport provider to receive payment of sums paid to DrivenbyDrivers as part of the booking process by customers. DrivenbyDrivers also holds information concerning the licences and related documentation confirming the transport providers ability to provide services.

### **Managing your information**

DrivenbyDrivers will retain payment information or any bank details for transport providers due to receive payments from customers booking travel and paying the required deposit, in order to make payments of sums due. DrivenbyDrivers has up to date anti-virus software which is regularly used and facilities for backing up its computer equipment to ensure the safety of data and records.

In the event of a breach of DrivenbyDrivers systems, DrivenbyDrivers will take such action as required to minimise the impact of the loss or corruption of data. DrivenbyDrivers will notify customers whose information may have been compromised within 48 hours of becoming aware of the breach

DrivenbyDrivers will only retain customer and transport provider details whilst the customer or transport provider uses DrivenbyDrivers's website. Unused details will be deleted by DrivenbyDrivers 12 months after the last access by the customer or transport provider.

### **What happens if you no longer want us to hold your details**

If you no longer want us to keep your details please let us know by contacting [info@DrivenbyDrivers.co.uk](mailto:info@DrivenbyDrivers.co.uk) and we will delete any details we have for you.