Cool Runnings Logistics

Website, Driver & Business Operations

Cool Runnings Logistics Ltd ("CRL", "we", "us") is committed to protecting personal data. This Privacy Policy explains how CRL collects, uses, stores, shares and protects personal data across its website, driver and business operations in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are and How to Contact Us

Cool Runnings Logistics Ltd provides relief-driver agency and logistics support services and acts as data controller for personal data collected through its website and business operations.

- General enquiries: info@coolrunningslogistics.co.uk
- Privacy and data-protection enquiries: privacy@coolrunningslogistics.com
- Registered office: Suite A 82 James Carter Road, Mildenhall, England, IP28 7DE
- Supervisory authority: the UK Information Commissioner's Office (ICO).

2. Personal Data We Collect

CRL collects only information reasonably necessary to provide its services and meet legal, regulatory, safety and operational obligations. This may include:

- Identity and contact data, including names, postal addresses, email addresses and telephone numbers.
- Website and enquiry data submitted through online forms, email, phone or operational communications.
- Booking and service data, including collection and delivery addresses, consignment information, access codes, keys and operational instructions.
- Financial data, including bank details, payment information, invoices and records needed to process payments.
- Driver and contractor data, including driving licence information, DBS status or certificates, right-to-work evidence, training records, compliance documents and vehicle or insurance documents where applicable.
- Technical data, such as IP address, browser information and essential website or portal usage data.
- Health or other special-category information only where strictly required for compliance, safety or duty-of-care purposes and where an appropriate lawful basis and, where required, explicit consent applies.

Personal data is generally provided directly by you or by an organisation you represent. Individuals may decline to provide optional information, although this can prevent CRL from providing a service or completing a compliance requirement where the information is necessary.

3. How We Use Personal Data

CRL processes personal data only where it has a lawful basis, including contractual necessity, legal obligation, legitimate interests or consent where required. Purposes include:

- Processing enquiries, bookings, payments and invoices.
- Allocating drivers, scheduling assignments, planning routes and coordinating collections and deliveries.
- Sending confirmations, updates, reminders, operational messages and safety alerts.
- Managing driver onboarding, compliance checks, right-to-work verification, licensing, DBS checks, training and document management.
- Meeting legal, regulatory, tax, accounting, insurance, transport, health-and-safety and incident-reporting obligations.
- Improving services, systems, customer experience and operational performance, including analysis that does not unnecessarily identify individuals.
- Sending optional marketing information only where appropriate consent has been obtained; consent can be withdrawn at any time.

CRL does not sell personal data and does not use personal data for unrelated purposes.

4. Sharing and Disclosure

Personal data is shared only where necessary and proportionate. This may include:

- Vetted CRL drivers or operational personnel where information is required to complete a booked assignment.
- Trusted service providers such as payment processors, IT systems and other suppliers supporting CRL's operations.
- Clients, insurers, DVLA-related services or other third parties where required for legitimate operational, insurance or compliance purposes.
- Law-enforcement, regulators, courts or other authorities where disclosure is required by law.
- A successor owner where CRL undergoes a merger, sale or other corporate transaction, subject to equivalent data-protection obligations. Third parties receiving personal data are expected to protect it appropriately and use it only for the purpose for which it was shared.

5. Data Security

CRL uses appropriate technical and organisational measures to protect personal data. These include:

- Secure digital systems, encrypted storage or backups where appropriate, and password protected devices.
- Access controls that limit personal data to authorised personnel with a legitimate business need.
- Physical safeguards for any paper records.
- Staff training, confidentiality obligations and internal information-security procedures.

- Periodic review of security measures in response to operational needs and emerging threats.

6. Data Retention

CRL keeps personal data only for as long as reasonably necessary for the purpose for which it was collected and to meet legal, tax, accounting, insurance, transport and regulatory obligations.

- Booking, delivery and business correspondence records may be retained for the duration of the
- relationship and, where required, for approximately 6-7 years afterward.
- Financial records and invoices are generally retained for at least the period required by HMRC.
- Driver personnel, compliance and safety records may be retained for the period required by
- applicable contractual, employment, transport, insurance or legal obligations.
- When data is no longer required, CRL securely deletes, destroys or anonymises it.

7. Your Data Protection Rights

Subject to applicable law, individuals may have the right to:

- Access the personal data CRL holds about them.
- Ask CRL to correct inaccurate or incomplete information.
- Request erasure where the legal requirements for deletion are met.
- Ask CRL to restrict processing in certain circumstances.
- Request data portability where applicable.
- Object to certain processing, including direct marketing.
- Withdraw consent at any time where processing relies on consent.
- Raise a complaint with the Information Commissioner's Office (ICO).

To exercise a data-protection right, contact privacy@coolrunningslogistics.com. General website or business enquiries may also be sent to info@coolrunningslogistics.co.uk.

8. Cookies and Online Tracking

CRL's website uses essential cookies and basic analytics needed for site functionality and service improvement. Sensitive personal data is not intentionally collected through cookies. If CRL introduces tracking beyond essential cookies, users will be informed and consent will be obtained where required.

9. Driver and Contractor Information

For relief drivers and contractors, CRL may process information required for onboarding, compliance and operational management, including identity and contact details, bank details for payments, driving licence information, DBS status, right-to-work evidence, training records, uploaded compliance documents, vehicle information where relevant, portal activity and assignment-related operational records. Such data is used for

recruitment, compliance, payments, work allocation, safety, service delivery and related legal or insurance obligations.

10. Policy Updates

CRL may update this Privacy Policy to reflect changes in law, technology or operational practices. The latest version will be made available through the website or other Appropriate CRL channels.

11. Complaints

Questions or concerns about the handling of personal data should first be raised with CRL using the contact details above. If you remain dissatisfied, you may lodge a complaint with the UK Information Commissioner's Office (ICO).