

1. Introduction

Welcome to RM Services! We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, and disclose your personal data when you interact with our website and use our services. By accessing our website or using our services, you consent to the practices described in this Privacy Policy.

2. Information We Collect

2.1. Personal Information: When you contact us or use our services, we may collect certain personal information, such as your name, email address, phone number, and address. This information is necessary for providing our services and responding to your inquiries.

2.2. Payment Information: For payment processing, we may collect financial information, such as bank account numbers and details. Rest assured that we implement appropriate security measures to protect your payment information and comply with relevant laws and regulations.

2.3. Website Usage Data: When you visit our website, we may collect non-personal information automatically, including your IP address, browser type, operating system, and browsing activity. This data helps us improve our website and better understand user preferences.

3. Use of Information

3.1. Service Provision: To provide and manage our man and van services, including scheduling, transportation, and communication with you regarding your bookings.

3.2. Customer Support: To respond to your inquiries, address complaints, and provide customer support.

3.3. Marketing and Communications: With your consent, we may use your contact information to send you promotional materials, updates, and newsletters about our services. You have the right to opt-out of such communications at any time.

3.4. Legal Compliance: To comply with applicable laws, regulations, and legal processes.

4. Data Sharing and Disclosure

4.1. Service Providers: We may engage third-party service providers who assist us in delivering our services, such as payment processors and IT support. These providers are contractually bound to protect your data and can only use it for the specified purposes.

4.2. Legal Obligations: We may disclose your information when required by law or to respond to legal requests, enforce our policies, or protect our rights and the rights of others.

4.3. Business Transfers: In the event of a merger, acquisition, or sale of our company, your personal information may be transferred to the acquiring entity.

5. International Data Transfers

As we operate in the UK and may provide services internationally, your information may be transferred and processed in countries outside the UK. We will take appropriate measures to safeguard your data during such transfers, ensuring compliance with applicable data protection laws.

6. Data Security

We take data security seriously and implement appropriate technical and organizational measures to protect your personal information from unauthorised access, alteration, disclosure, or destruction.

7. Your Rights

You have certain rights regarding your personal data:

- 7.1. Access: You can request access to the personal information we hold about you.
- 7.2. Rectification: You can request corrections to inaccurate or incomplete data.
- 7.3. Erasure: You can request the deletion of your personal information under certain circumstances.
- 7.4. Objection: You can object to the processing of your data in certain situations.
- 7.5. Restriction: You can request restrictions on the processing of your data in specific circumstances.
- 7.6. Data Portability: You can request the transfer of your data to another data controller in a structured, commonly used, and machine-readable format.

8. Contact Us

If you have any questions or concerns regarding this Privacy Policy or the way we handle your personal information, please contact us:

RM Services: Phone: 07930 264021 Email: info@rmservicesglos.com

9. Updates to the Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. The revised Privacy Policy will be posted on our website with the effective date. Please review this page regularly for any updates.