PRIVACY NOTICE

Version 2 (Combined)
March 2026

1. Introduction

At Wallington Cars and Couriers Ltd we are committed to protecting your privacy. This Privacy Notice applies when we are acting as a controller of personal data, meaning we determine the purposes and means of processing that personal data.

This notice applies to: - Users of our cab services - Users of our courier services - Courier recipients / consignees - Self-employed customers and suppliers - Employees of our customers and suppliers - Prospective customers and their employees - Individuals featured in promotional or marketing material - Visitors to our website

2. How We Use Personal Data

a) Cab Services

We process personal data to provide transportation services, manage bookings, maintain our relationship with you and for business administration purposes.

Lawful basis: Legitimate interests – supply of cab services.
Special category data: Where specific medical requirements are disclosed, we process this data only with your explicit consent and retain it only for the duration of the agreed service.
Retention: Up to three years from the end of the business relationship.
Location Data: Our booking and drivers app collect precise location data.
In our booking app this allows the app to accurately locate the passenger to help select a pickup address based on their location.
In our driver app this allows us to accurately locate the closest driver to select them for a job, and to track the job through to completion.

b) Courier Services (Customers and Users)

We process personal data to provide courier services, manage deliveries and maintain business records.

Lawful basis: Legitimate interests – supply of courier services.
Retention: Up to three years from the end of the business relationship.

c) Courier Recipients / Consignees

We process name and address details solely to deliver packages.

Lawful basis: Legitimate interests – completion of delivery.
Retention: Only for as long as necessary to complete delivery and associated administration.

d) Customers, Suppliers and Their Employees

We process personal data for communication, contract management, service delivery, record keeping and to meet legal, accounting and reporting obligations.

Lawful basis: Legitimate interests – maintaining business relationships and delivering services.
Retention: Up to ten years where required for legal or contractual reasons.

e) Prospective Customers and Their Employees

We process personal data to communicate with organisations with whom we may establish a business relationship.

Lawful basis: Legitimate interests – business development and service promotion.
Retention: Up to five years.

f) Promotional and Marketing Material

We may process personal data, including images, where individuals appear in promotional material.

Lawful basis: Legitimate interests – promotion of services.
Retention: For as long as the material remains relevant, up to a maximum of ten years.
Personal data may be shared with third-party marketing providers solely for this purpose.

3. Data Sharing

We do not sell or rent personal data and do not share personal data for third-party marketing purposes. Personal data is shared only where reasonably necessary to deliver services, maintain business relationships or comply with legal obligations.

4. Website Analytics

We use Google Analytics and Lux Real User Monitoring (RUM) to collect anonymised information about website usage and performance. This may include IP addresses, which are anonymised before analysis.

We do not store identifiable personal data through analytics tools and do not attempt to identify individuals from analytics data.

5. Your Rights

You have the right to: -

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request erasure or restriction of processing where applicable
- Object to processing based on legitimate interests
- Object/opt out to direct marketing at any time
- Withdraw consent where consent is the lawful basis
- You may also lodge a complaint with the Information Commissioner's Office if you are dissatisfied with how your data is handled.

6. Contact Details

Wallington Cars and Couriers Ltd
Company Number: 03135724
Registered Office:
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