

GDPR Web

Privacy Notice



DANX
Carousel

GDPR

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1. The DANX Carousel Group

The DANX Carousel Group, its subsidiaries and associated companies (collectively the “Group”) is a time critical service logistics specialist with strong positions across the UK, Ireland, Netherlands, Germany, Iberia, Poland, Nordics and the Baltics, covering key locations in the EU, UK and EEA. The Group is required to comply with international data privacy and national legislation throughout its business models, including its’ websites.

2. Objective and purpose

The objective of this policy is to ensure that all business activities of the Group comply are committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use, store and protect users’ personal information in accordance with the General Data Protection Regulation (GDPR) in line with EU, UK and EEA regulations, and in line with National and International applicable laws.

The GDPR legislation says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept securely using robust security measures (eg. Encryption)

3. What personal information do we collect and how do we collect it?

Personal Data is any information relating to an identified or identifiable natural person to whom data relates. (e.g. Name, Address), we collect personal data from you in the following ways.

Contact form information: This is information about you (such as your name, address, email address, telephone number), that you provide when filling in forms whether on our website or forms on another website (e.g. LinkedIn). This could include, for example, forms which you complete to register for a service, place an order, sign up for a newsletter or enter a competition

Content: This is information about you which you provide when you post content on our website. This may include status updates, photographs, videos, blog posts, discussion board posts, survey responses and other content which you post on our website.

Emails and records of other contact: This is information you provide when you contact us (for example by email, post or SMS) or when you respond to correspondence from us. This may include enquiries about our services or products, reviews, follow-up comments or complaints.

Technical information: This is information about you which is collected via technical means such as cookies, webpage counters and other analytics tools.

Information we receive from third parties. As well as the information listed above, we may also receive the following types of personal information about you from the following sources:

Our other channels. This is information we receive about you if you use any of the other websites we operate or the other services or products we provide. In this case we will have informed you when we collected that data if we intend to share this data internally and combine it with data collected on this website. We will also have told you for what purpose we will share and combine your data.

Publicly available sources. We obtain information from the following publicly available sources:

- LinkedIn and other social media platforms
- Freely available online resources and websites
- Companies House

We work closely with third parties (including, for example, advertising networks and marketing companies, analytics providers or search information providers) who may provide us with information about you as well as about your interaction with our website and other websites that provide similar products and services.

4. Consent for processing personal data

We process certain personal data based on your consent, as required under GDPR. This means you have a genuine choice and control over whether we use your information for these purposes.

What you are consenting to?

When you provide consent, you agree that we may process your personal data for the specific purposes described at the point of collection, such as:

- Receiving marketing communications
- Participating in surveys or research
- Sharing data with named third parties for agreed purposes

Your rights

- **Voluntary:** Giving consent is entirely optional
- **Withdrawal:** You can withdraw your consent at any time without affecting the lawfulness of processing before withdrawal. To withdraw, please email us at gdpr@danxcarousel.com, update your preferences in your account settings, or click the unsubscribe link in our communications

Granular choices: Where we ask for consent for multiple purposes, you will be able to choose which purposes you agree to and which you do not.

Record keeping

We maintain records of:

- Who consented
- When and how consent was given
- The wording presented at the time
- Any withdrawal of consent

5. How and why do we use your information?

We will only use your personal information when the law allows us to do so and for the purpose it was intended. Most commonly, we will use your personal information in the following circumstances:

Website administration: We may use technical information, information about your visit to our website, cookie data, content and other information gathered during your participation in discussion boards or other functions on our website. We use this as necessary for our legitimate interests in administering our website and to ensure it operates effectively and securely.

Website advertising: We, or third-party advertisers, may serve adverts on you. Where those adverts are targeted, this may involve using technical information, information about your visit to our website, cookie data and information we (or our third-party advertisers) have obtained from third parties. More information is available in our Cookie Notice. This won't include information such as your name or contact details. Where our adverts are displayed to you using your information, your information is used as necessary for our legitimate interests in marketing to you.

Customer administration: We may use information about you including form information, content and other information you provide to us or which we collect about you as necessary to carry out our contracts with you, and for our legitimate interests in administering your account and any subscriptions or competitions we operate, as well as to review and improve our offerings, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

Direct marketing: We may use information about you to contact you about content, products and services that may be of interest to you. We may send direct postal or electronic marketing to you or make marketing calls to you using your contact details and other information that has been provided to us. We use this as necessary for our legitimate interests in marketing to you where permitted and to maintain a list of potential customers. If you are not acting as a business (or are a sole trader), we will only send you electronic marketing or make marketing calls to you if you have consented to that marketing or as otherwise permitted. We will always provide an "opt-out" option on any marketing messages we send you. If you "opt-out" of our marketing materials, you will be added to our suppression list to ensure we do not accidentally contact you again for marketing purposes.

Job applications: If you apply for a position with us via our career website, we hold and use information on you. This will include information you provide to us in your application, as well as opinion information on you from any referees you provide. We may also obtain criminal record and identity verification information from reference agencies. We use this as necessary to enter an employment contract with you, and for our legitimate interests in evaluating candidates and recording our recruitment activities, and as necessary to exercise and perform our employment law obligations and rights.

6. Where we store your information

Contact form information: Website CRM

Content: (Images etc...) Website Media Library

Emails and records of other contact: (Microsoft 365 – stored in the Cloud)

Technical information: We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Our head office is based in Ishøj, Denmark, and we have several other offices located throughout Europe. Where required to perform our contract with you or for our wider business purposes, the information that we hold about you may be transferred to, and/or stored at, any one of our locations destination outside the UK and the EU. It may also be processed by staff operating outside the UK and EU who work for us or for one of our service providers. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this privacy notice.

7. Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where necessary.

8. How long will we retain your data for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of our typical retention periods for different aspects of your personal information are set out below. If you would like details of our retention periods for a particular aspect of your personal information which is not detailed below, please contact us:

Order information: including information about you such as your name, address, email address, telephone number, products / services ordered, order date, delivery date and other correspondence with us are kept for a period of up to 7 years after the date of order to enable us to deal with any after sales enquiries or claims.

Business contact information such as your name, email address and telephone number may be kept for marketing purposes. All marketing data is reviewed annually and erased where no longer relevant to our Sales and Marketing strategy (which shall be 2 years for data regarding potential customers and no later than 3 years after contract end for any customer details kept for marketing purposes).

Content which you post on our website such as status updates, photographs and other content is kept for as long as you have an account with us and may be retained for a period of up to 7 years after you close your account.

Technical information which is collected via technical means such as cookies, webpage counters and other analytics tools is kept for a period up to 24 months.

Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it (for instance, we may need to continue using your personal data to comply with our legal obligations). You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing.

Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to us using your information on this basis and we do not have a compelling legitimate basis for doing so which overrides your rights, interests and freedoms (for instance, we may need it to defend a legal claim). You also have the right to object where we are processing your personal information for direct marketing purposes.

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Withdraw consent. In the limited circumstances where we are relying on your consent (as opposed to the other bases set out above) to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate interest in doing so.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, withdraw your consent to the processing of your personal

information or request that we transfer a copy of your personal information to another party, please submit via email at gdpr@danxcarousel.com

Marketing Purposes: In addition to the rights set out above, you also have the right to ask us not to process your personal information for marketing purposes. We will usually inform you (before collecting your personal information) if we intend to use your personal information for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your rights to prevent such processing by checking certain boxes on the forms we use to collect your personal information or letting us know if we call you for marketing purposes. You can exercise the right at any time by contacting us in writing. You can also use the unsubscribe option in our marketing emails to unsubscribe from further marketing emails. Please note that where you unsubscribe from any postal marketing, you may initially still receive some content which has already been printed or sent, but we will remove you from any future campaigns.

No fee usually required You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances. If you choose to use a third party for the purpose of a data access request, this will be at your own cost.

What we may need from you. We may need to request specific information from you to help us confirm your identity and ensure you have the right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Timescale: Please consider your request responsibly before submitting it. We will respond to your request as soon as we can. Generally, this will be within one month from when we receive your request but, if the request is going to take longer to deal with, we will let you know.

Third party websites Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

Cookies. Our website uses cookies. As part of this we may collect information about your computer, including where available your IP address, operating system and browser type. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive.

They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Most browsers are set to automatically accept cookies. If you're using Microsoft's Internet Explorer, Mozilla Firefox, Google Chrome or Safari you should be able to configure your browser to restrict or block cookies, or you may wish to delete them, by going to your browser's settings.

9. Changes to this privacy notice

Any changes we make to this privacy notice in the future will be posted on this page.

10. Contact details

For any queries relating to this policy or for further information please email gdpr@danxcarousel.com or write to the Data Controller Officer at Danx Carousel, Vejleåvej 9, 2635 Ishøj, Denmark.

Review and revision of Privacy Notice

This privacy notice will be reviewed and revised annually for compliance to the privacy notice content or as required if changes to legislation apply sooner.

Contact

For questions relating to the content of this privacy notice, please direct them to: gdpr@danxcarousel.com