



Privacy notice

Effective Date: 27th February 2025

Dan With A Van (“the Company”, “we”, “our”, “us”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our courier services. By using our services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We collect the following types of personal information when you interact with our services:

- **Personal Identification Information:** Name, address, phone number, email address, and payment details.
- **Shipping Information:** Delivery and pickup addresses, details about the items being shipped, special delivery instructions, and tracking information.
- **Device and Usage Data:** Information about your device, browser, IP address, and how you interact with our website or app.
- **Payment Information:** Billing details and payment card information, which we process securely.

2. How We Use Your Information

We use the collected information for the following purposes:

- **Providing Services:** To fulfill delivery requests, process payments, and facilitate the tracking of packages.
- **Customer Support:** To respond to inquiries, resolve issues, and provide assistance related to shipments.

- **Communication:** To send updates, notifications, and alerts regarding your shipment status or changes in services.
- **Improving Services:** To enhance our services, websites, and mobile applications through data analytics and customer feedback.
- **Legal Compliance:** To comply with legal and regulatory requirements, including fraud prevention, security, and billing matters.

3. Sharing of Information

We may share your personal information with third parties in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party partners (e.g., delivery agents, payment processors, etc.) who assist us in delivering our services.
- **Legal Compliance:** We may disclose your information if required by law, court order, or governmental request to comply with applicable regulations.
- **Business Transfers:** In the event of a merger, acquisition, or sale of the Company, your information may be transferred to the new owner as part of the transaction.

We do not sell, rent, or lease your personal information to third parties for marketing purposes.

4. Data Security

We implement a variety of security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. These measures include encryption, firewalls, secure payment gateways, and access controls. However, please note that no method of data transmission over the internet or electronic storage is entirely secure, and we cannot guarantee complete security.

5. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website and app. These technologies allow us to:

- Remember your preferences and settings.
- Analyze site traffic and usage patterns.
- Personalize content and advertisements.

You can adjust your browser settings to refuse cookies or alert you when cookies are being sent. However, disabling cookies may affect your ability to use certain features of our services.

6. Retention of Data

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. When your information is no longer needed, we will securely delete or anonymize it.

7. Your Rights and Choices

You have certain rights regarding your personal information, including:

- Access: You can request a copy of the personal information we hold about you.
- Correction: You can update or correct inaccurate or incomplete information.
- Deletion: You can request the deletion of your personal information, subject to legal retention requirements.
- Opt-out: You may opt-out of receiving marketing communications from us by following the unsubscribe instructions in our emails or contacting us directly.

To exercise these rights, please contact us at the contact details provided below.

8. Children's Privacy

Our services are not intended for children under the age of 13, and we do not knowingly collect personal information from minors. If you believe we have collected personal information from a child under 13, please contact us immediately, and we will take steps to remove such information.

9. Third-Party Links

Our website or services may contain links to third-party websites or services. This Privacy Policy does not apply to third-party websites, and we are not responsible for their privacy practices. We encourage you to review the privacy policies of any third-party sites you visit.

10. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date. We recommend that you review this Privacy Policy periodically for any updates.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us at:

Dan With A Van

07304369987

Info@dan-with-a-van.co.uk

This Privacy Policy serves as a general framework and should be adapted to comply with local laws, regulations, and specific practices of your courier service. Be sure to consult with a legal professional to ensure full compliance with privacy laws such as the GDPR (General Data Protection Regulation).