

plan2ride Privacy Policy

Our Contact Details:

Company: plan2ride ltd
Registration Number: 09819260
Registered Address: Rear Of 51 Merthyr Road Merthyr Road, Tongwynlais, Cardiff, CF15 7LG
Email: info@plan2ride.co.uk
Number: 02920 810868
Website: www.plan2ride.co.uk
Owners: Louise and Raoul Tufnell

Personal information we collect about you

The Company is committed to processing personal information about its customers and partners in ways that comply with its legal and regulatory obligations, and to being clear with customers and partners about what it does with their personal information. The following types of information are collected:

- name, address, email, contact telephone number
- information required to provide you with a service i.e. your bike make and model
- your payment information
- information collected through your use of our website i.e. cookies and/or internet protocol (IP) addresses
- details of any enquiry or complaint you make to us i.e. by completing our 'contact us' web page

How and why we have your personal information

We currently collect and process personal information when you use our website; when you use our services; when you purchase products from us; or you contact us.

We collect your personal information to:

- provide you with a product or service that you may request from us, or selected third parties
- provide high-levels of customer service
- communicate with you effectively, whether about your order or service, or to ensure you don't miss out on offers and helpful reminders
- improve the performance of our website

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are a contract with you and/or your consent. You are able to remove your consent at any time. You can do this by contacting us via email; telephone; or the website.

Sharing your personal information

There may be occasions where we will need to share your information with a third party in order to supply certain services/products or information to you.

Contact Us Web Page – our online platform and web server is provided from Rhys Welsh Web Design

Customer Database – our customer database is currently held on the cloud service Dropbox

Payments – our payment services are provided by iZettle

Marketing – we currently use MailChimp

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority i.e. the police.

Storing your information

Your information is securely stored online or at the plan2ride registered address.

- We keep your personal information for a period of 6 years from the end of a customer's final transaction. Your information is then deleted from our electronic database.
- We retain credit/debit card details for the duration of the 'hire period' of our bike box alun's. Once the bike box is returned, customer card details are then destroyed.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate.

You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we will respond within one month.

Please contact us if you wish to make a request.

Cookies

Our website uses cookies, as almost all websites do. Cookies are small text files that are placed on your computer or mobile device. Cookies are mainly used to make the website work, as you would expect i.e. remembering the items in your shopping basket. We use google analytics to track and report on our website visitors and their actions. You can choose to [opt out](#) of all google analytics tracking [here](#).

How to complain

If you wish to make a complaint regarding the way we have handled your personal information, please contact us:

Rear Of 51 Merthyr Road Merthyr Road, Tongwynlais, Cardiff, CF15 7LG

info@plan2ride.co.uk

02920 810868

If you remain dissatisfied, you can escalate your complaint to the [ICO here](#)