



# FUTURE FORWARDING

DELIVERING QUALITY WORLDWIDE

## **DATA PROTECTION POLICY** for **CUSTOMERS, SUPPLIERS, BUSINESS CONTACTS** **(External Use)**

The Policy applies to

- Future Forwarding Company Ltd
- Future Forwarding Glasgow Ltd

This Policy should be adhered by

- Head office, branches, departments and teams
- All staff
- All contractors, suppliers and other people working on our behalf.

Dated: 08/10/2024

Version: 1

## Future Forwarding Privacy Policy

### Head office

Name: Future Forwarding Co Ltd

Address: Unit 7 Turnberry Business Park, Turnberry Park Road, Gildersome, Leeds, LS27 7LE

Phone Number: +44 (0) 1924 423200

E-mail: [info@ukffcl.com](mailto:info@ukffcl.com)

**We respect and acknowledge rights to privacy, and as a Freight Forwarder we may gather and uses certain information about you and your company.**

With the General Data Protection Regulations (GDPR), Data Protection Act 2018, Future Forwarding is legally obliged to inform you of what data we may hold about you and how it may or may not be used. The information held is to enable Future Forwarding to trade with you and is only used for business purposes to help facilitate trading with your company. Information may be passed along to third parties such as Credit Scoring agency or to a 3<sup>rd</sup> party company for us to carry our business on your behalf.

### The type of personal information we collect

During the course of business, we retain very little personal information, and currently collect, store and process the following Personal identifiers

- Names of personnel, and Job descriptions
- Business contact numbers & Email addresses

Any data stored about you, or your company is secured in password-controlled systems & Servers. This information can only be accessed by employees of Future Forwarding or our IT support company in emergencies.

- The only people able to access data covered by this Policy should be those who need it for their work
- Employees should keep all data secure, by taking sensible precautions and following the guidelines
- Personal data should not be disclosed to unauthorised people
- Data should be regularly reviewed and updated if it is found to be out of date; and if no longer required, it should be deleted / de-activated

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### How we get the personal information and why we have it

We use the information that you have given us to communicate with you on Service-related information.

Most of the personal information we process is provided to us directly by you as

- You have contacted us, or liaised with us, via email or Telephone
- You have contacted us via our Website Form
- You have met and liaised with one of our employees and have given them your information
- You may have a requirement for our services

We may contact you for one of the following reasons:

- Service-related information
- Mandatory operational notices
- Send Newsletters or Market Updates \*
- Send other marketing information \*

*\* If you wish to opt out of Marketing emails you have an option to “Unsubscribe” on the instruction in the message.*

If you correspond with us by email, we may retain the content of your email message, your email address and our response.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You can remove your consent at any time. You can do this by contacting [info@ukffcl.com](mailto:info@ukffcl.com)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a task.
- (f) We have a legitimate interest.

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### 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 personal 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 personal information in certain circumstances.

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

**Your right to data portability** - You have the right to ask that we transfer the personal 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 have one month to respond to you.

Please contact us at [richardlawford@ukffcl.com](mailto:richardlawford@ukffcl.com) if you wish to make a request.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [richardlawford@ukffcl.com](mailto:richardlawford@ukffcl.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>