

Sovereign Executive Cars (London) Limited

Privacy Policy

At Sovereign Executive Cars, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to admin@sovereign-london.co.uk or by writing to Sovereign Executive Cars (London) Limited, 28/29 Highway Business Park, Heckford Street, London E1W 3HR. Alternatively, you can telephone 20 7531 6000.

How do we collect information from you?

We obtain information about you when you use our website, when a booking is made on your behalf by your employer or other third party, and sometimes when you contact us about products and services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, mobile/landline telephone numbers and any other information required to undertake a booking for delivery of our services to you. If you make a purchase by payment/credit, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process orders that you, or somebody on your behalf, have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services
- send you communications relating to your booking

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example information required to be retained by the TfL/TPH Licencing Authority in London). We will hold your personal information on our systems only for as long as is necessary, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to undertake international bookings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service. They are required to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to any third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third party fulfilment providers around the globe to give you a fully integrated and international service. When you purchase one or more of these products, the relevant third party product provider will use your details to provide you with the services and carry out their obligations arising from any contracts you have entered into with us. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

If we are under a legal obligation to disclose or share your personal data in order to comply with any or to enforce or apply our terms of use or to protect your rights, property or safety we will do so. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

How you can access and update your information

The accuracy of your information is important to enable us to fulfil our obligations to you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: bookings@sovereign-london.co.uk, or write to us at: Sovereign Executive Cars (London) Limited, 28/29 Highway Business Park, Heckford Street, London E1W 3HR. Alternatively, you can telephone 020 7531 6000.

You have the right to ask for a copy of the information we hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Where we use a password which enables you to access certain parts of our systems, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may use your personal information to create a profile of your basic details so that we can make the booking process more efficient and quicker for you. We may make use of additional information about you when it is available from external sources (such as flight look ups, Google Maps, etc.) to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites our website sometimes uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. You will find more information on how to switch off cookies on your computer. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

18 or Under

We are concerned to protect the privacy of children aged 18 or under. If you are aged 18 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated on Oct 2017.