

GDPR, Privacy policy and website usage terms

GDPR Statement

At FLS, we take our obligations under data protection and privacy laws seriously. This includes the General Data Protection Regulation (GDPR) and other applicable laws.

We recognise it's important to have effective privacy protections in place and we're committed to complying with applicable data privacy requirements. These protections form the foundation of a trustworthy company and are crucial to maintaining the confidence of our customers and employees.

If you're one of our European shipping customers, you should note that FLS does not act as a data controller or a data processor of the personal information in the packages we transport. This is consistent with guidance from multiple EU data authorities. We have no control over the contents, nor do we know if personal data is contained within. FLS is a data controller for the information that we maintain for our business, and we will meet the data protection obligations that come from that status. And, because we value your business and your trust, we will continue to take precautions to protect all property and information that you provide us.

You are currently opted in to receive electronic communications from FLS. If you would like to opt out of receiving news about our products, services, or business opportunities, you can do so by contacting us.

compliance@freightlogisticssolutions.co.uk

In compliance with Article 5 of Organic Law 15/1999, of December 13, on the Protection of Personal Data (LOPD), which regulates the right to information in the collection of data, Freight Logistics Solutions Ltd, complies with current regulations, and your personal data are included in a file, automated or not, which is part of our database, in order to provide the best service to our customers. Said File will be processed exclusively for the purpose described herein.

Our Data Protection Officer / GDPR Owner and data protection representatives can be contacted directly here:

compliance@freightlogisticssolutions.co.uk

What Information is collected?

We gather and use personal information to provide you with the logistics services you have requested; or to offer additional products and services we believe you might be interested in. Providing us with your personal information is always your choice. Most of the information we collect comes to us directly from you, and only with your consent. For example, when you request a quotation or purchase online, through telephone conversations, or in person, we will ask you to provide the information that enables us to complete your request or to provide you with better service. These same principles also apply to our business partners.

The types of information we may ask for depends on the nature of your request. Information that is essential for fulfilling most logistics requests and transactions typically includes your name, mailing address, e-mail address, telephone number(s), date of birth, licence's information and credit card numbers and expiry date. We may also request additional information to help us provide you with advice and information about other products and services that we believe would interest you.

When you visit our web site, information is not collected that could identify you personally unless you choose to provide it voluntarily. You are welcome to browse these Web sites at any time anonymously and privately without revealing any personal information about yourself. All the information you provide to us is securely maintained and is kept strictly confidential.

FLS will never collect this information from you without your knowledge and consent. You always have the right to decline to disclose any or all of the requested information. However, if you decline to disclose certain pieces of information to FLS, You may be unable to fully access all of the features of the FLS Web Site.

Please note that, we do not store credit card details nor do we share customer details with any 3rd parties. (other than delivery pick-up address)

Children Under Age 18

FLS does not knowingly collect or solicit personal information from anyone under the age of 18 or knowingly allow such persons to register on the FLS Web Site or drivers database. If you are under 18, please do not attempt to register for the FLS Web Site or send any information about yourself to us, including your name, address, telephone number, or email address. No one under age 18 may provide any personal information to or on the FLS Web Site or the FLS message board. In the event that we learn that we have collected personal information from a child under age 18 without verification of parental consent, we will delete that information. If you believe that we have any information from or about a child under 18, please contact us using the contact information listed herein.

Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for Freight Logistics Solutions Ltd. to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You will be asked periodically to confirm your consent.

You may withdraw consent at any time by contacting compliance@freightlogisticsolutions.co.uk and stating you wish to withdraw your consent. You may also update your preferences on any email communications you may receive from us.

Acceptance of this Policy

By using the FLS Web Site, you agree to this policy. We reserve the right, at our discretion, to change, modify, add, or remove portions from this policy at any time. Your continued use of the FLS Web Site following the posting of changes to these terms on this site means you accept these changes.

Message Board (client area)

Please be aware that any messages, information or materials posted on our message board are not subject to the terms of this policy. Please do not submit any information to our Forums that you would like to be kept private or secure. FLS does not control or regularly review the messages, information or materials posted in the Forums. It is a condition of Your use of the Forums and the FLS Web Site that You do not upload to, post, distribute or transmit to or through the FLS Web Site any messages, information or materials which violate or infringe in any way the rights of others, or which are libelous, defamatory, obscene, pornographic, threatening, abusive, unlawful or would otherwise violate any law, or encourage such conduct, or which, without FLS's express written consent, contains advertising or any commercial solicitation; post or transmit any material that contains a virus or other harmful component; restrict or inhibit anyone from using and enjoying the message boards.

Other Sites

The FLS Web Site may contain links to other sites. Other sites may also reference or link to the FLS Web Site. FLS is not responsible for the privacy practices or the content of such other sites. Any information you may disclose at these other sites is not governed by this privacy policy. We encourage you to review these policies at any site you visit.

Disclosure

Freight Logistics Solutions Ltd. will not pass on your personal data to third parties without first obtaining your consent. The following third parties will receive your personal data for the following purpose(s) as part of the processing activities:

Suppliers which require the data as part of a booking process, partners whose products form part of your logistics and accommodation preferences

Retention Period

Freight Logistics Solutions Ltd. will process personal data for the duration of your booking process and stay and/or employment and marketing. We will store the personal data for up to 7 years dependent on financial transactions.

Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- **Right of access** - you have the right to request a copy of the information that we hold about you.
- **Right of rectification** - you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** - in certain circumstances you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** - where certain conditions apply to have a right to restrict the processing.
- **Right of portability** - you have the right to have the data we hold about you transferred to another organisation.
- **Right to object** - you have the right to object to certain types of processing such as direct marketing.
- **Right to object** to automated processing, including profiling - you also have the right to be subject to the legal effects of automated processing or profiling.
- **Right to judicial review:** in the event that Freight Logistics Solutions Ltd. refuse your request under rights of access.

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Freight Logistics Solutions Ltd, or how your complaint has been handled, you have the right to lodge a complaint directly with Freight Logistics Solutions Ltd's data protection representatives Data Protection Officer / GDPR Owner.

The contact details are:

- Email: compliance@freightlogisticssolutions.co.uk
- Telephone: +44 (0) 1633 288 400

DATA PROTECTION OFFICER

FREIGHT LOGISTICS SOLUTIONS LTD

Lakeside House

Lakeside Court

Llantarnum Business Park

Cymbran

United Kingdom

PRIVACY & COOKIE POLICY

Security

Freight Logistics Solutions Ltd. has always made data protection and information security a central part of our business and is committed to high standards of information security, privacy and transparency incorporating industry best practices and in accordance with recognized European standards.

We protect our client data with multiple layers of security, including encryption technology like HTTPS and Transport Layer Security (TLS).

To ensure the best level of security we monitor our services and underlying infrastructure to protect them from threats, including spam, malware, viruses, and other forms of malicious code.

We have security incident policies and procedures in place. We're also committed to providing our customers with the information they need to meet regulatory reporting obligations under the European General Data Protection Regulation GDPR.

Privacy

To protect your privacy Freight Logistics Solutions Ltd. employ Secure Sockets Layer (SSL) technology, which encrypts information before it is sent over the Internet. Any information provided during the booking process is protected by this encryption. Personal information collected during the booking process will not be shared with any unauthorised third party.

We would like to keep you informed of our latest news, special offers and work available. and may send you these electronically. When registering for marketing emails we will collect some mandatory information including: Title, First Name, Last Name and your Email Address. You may also be asked to provide other information regarding your subscription preferences.

If you are a Haulier we may need to record and store relevant compliance and license information about the driver to fulfill our clients legal obligations.

Our marketing emails will include details of our latest offers and may be personalised based on your preferences.

All information we collect will be stored on secure servers. No information we collect will be shared with unauthorised 3rd party companies.

To unsubscribe from receiving future email marketing activities click the unsubscribe link which is located at the bottom of each email.

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

"any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

How we use your information

This privacy notice tells you how we, Freight Logistics Solutions Ltd, will collect and use your personal data.

When you visit our website we may place cookies on your browser. We use cookies to be able to provide a better website, service and statistics. Cookies are small pieces of text sent by your web browser by almost every website you visit. A cookie text file is stored in your web browser and allows us or a third-party to recognise you and make your next visit easier. They help us monitor our visitor's behavior. Cookies don't give us access to your device or any personal information, other than the data you choose to share with us.

Cookies can be "persistent" or "session" cookies. "Session" cookies are stored on memory and never written to disk. When the browser is closed the cookie is permanently deleted. If the cookies contain an expiry date, it is considered a "persistent" cookie, which will be removed on the specified date. They can also be deleted manually. You can accept or

decline cookies. Cookies are accepted by default by most browsers; if you would like to disable them please refer to your browser's help section.

We use 'first party' and 'third party cookies' on our website.

'First party' cookies are set by us. These cookies ensure that your booking process is remembered between pages, so that we are able to process your booking and payment properly. We also use cookies to be able to monitor our website performance.

'Third party' cookies are set by our trusted partners.

Please see full list of cookies at the bottom of this page :

- We use Google Analytics cookies to be able to measure and track the usage of our website. This helps us to identify areas for improvement. We also want to track how many of our visitors make bookings, which helps us to make business forecasts and decisions.
- We periodically use Google AdWords - Google's main advertising product. AdWords offer pay-per-click (PPC) advertising displayed next to search results to boost website traffic and sales.
- We periodically use Google Display Network to retarget our customers. You may see our adverts on other websites, after you've visited ours.
- We work with affiliate partners who advertise on our behalf, their cookies help us to see if our customers came to our website through one of the affiliate advertisers, so we can credit them correctly.
- We also use social media buttons e.g. Facebook and Twitter, to allow you to connect to your social networks and share content.

By continuing to use our site and by using the social media functionality, you consent to the relevant cookies being set on your device. For more information about cookies and how to disable them please visit www.allaboutcookies.org

Why does Freight Logistics Solutions Ltd. need to collect and store personal data?

In order for us to provide you with the service/business you have booked we need to collect personal data for correspondence purposes and/or detailed service provision. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

Will Freight Logistics Solutions Ltd. share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to Freight Logistics Solutions Ltd. in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfill the service they provide you on our behalf. When they no longer need your data to fulfill this service, they will dispose of the details in line with Freight Logistics Solutions Ltd's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent through supporting documentation, unless we are legally required doing otherwise.

How will Freight Logistics Solutions Ltd. use the personal data it collects about me?

Freight Logistics Solutions Ltd will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will strive to keep your information accurate and up to date, and will not keep it for longer than is necessary. Freight Logistics Solutions Ltd. is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will Freight Logistics Solutions Ltd contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise risk of unauthorised access or disclosure.

Our contact with you is to make you aware of business opportunities that are mutually beneficial

Can I find out the personal data that the organisation holds about me?

Freight Logistics Solutions Ltd at your request can confirm what information we hold about you and how it is processed. If Freight Logistics Solutions Ltd does hold personal data about you, you can request the following information:

Identity and the contact details of the person or organisation that has determined how and why to process your data.

- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Freight Logistics Solutions Ltd.
- Or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.

How to lodge a complaint with the supervisory authority.

Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.

The source of personal data if it wasn't collected directly from you.

Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?

Freight Logistics Solutions Ltd accepts the following forms of ID when information on your personal data is requested:

- Photo I.D. Licence's or driving licence
- Birth certificate.
- Proof of Current Address.

Contact Details of the Data Protection Officer / GDPR Owner:

The Data Protection Officer / GDPR Owner is the owner of this statement and is responsible for ensuring that this record is reviewed in line with the review requirements of the GDPR.

A current version this statement is available to all staff and customers, through the contact details below

Data Protection Officer / GDPR Owner contact details

Email: compliance@freightlogisticsolutions.co.uk

Address:

DATA PROTECTION OFFICER
FREIGHT LOGISTICS SOLUTIONS LTD

Lakeside House

Lakeside Court

Llantarnum Business Park

Cymbran

United Kingdom

Freight Logistics Solutions Ltd, Cookies

Domains using cookies in our websites:

google.com

Use different types of cookies to run Google websites and ads-related products. Some or all of the cookies identified below may be stored in your browser. You can view and manage cookies in your browser (though browsers for mobile devices may not offer this visibility).

facebook.com

This domain is owned by Facebook, which is the world's largest social networking service. As a third-party host provider, it mostly collects data on the interests of users via widgets such as the 'Like' button found on many websites. This is used to serve targeted advertising to its users when logged into its services. In 2014 it also started serving up behaviorally targeted advertising on other websites, similar to most dedicated online marketing companies.

CONDITIONS FOR SITE USE

Please read the following Terms & Conditions carefully before using this site. Use of this site indicates acceptance of these Terms and Conditions.

The following terms and conditions govern your ("You" or "User") use of this Web site (the "Site"). The Site is owned and operated by " FLS ". Use of the Site is offered to the User conditioned on acceptance by the User without modification of the terms, conditions and notices contained herein. Use of the content, services, and/or products presented in any and all areas of these sites constitutes the User's agreement to abide by the following terms and conditions and those posted in specific areas of these sites. FLS may revoke Your ability to use the Site at any time and for any reason (or no reason).

FLS may amend these terms and conditions at any time. All amended terms and conditions shall automatically be effective upon being posted by FLS to the Site. Accordingly, You should check the Site frequently for any changes to these terms and conditions.

For information regarding the types of information that may be collected from You as a result of your use and registration on the Site, and how that information is protected and may be shared, please refer to FLS 's Privacy Policy.

FLS does not solicit, request or knowingly collect personal information from individuals under the age of 18. FLS complies in all respects with the Children's Online Privacy Protection Act ("COPPA"). FLS may request certain information, such as name and age, about Your children if you register for an account on the Site, but in no event will FLS attempt to contact any individuals under the age of 18 directly. All information regarding children under the age of 18 will be obtained from such children's parents or legal guardians and will be utilized and shared in accordance with all applicable laws, these Terms and Conditions and FLS 's Privacy Policy.

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Access to certain areas of the Site is only available to registered parties. To become a registered party, You are required to provide certain information. You may choose not to provide the required information, however, in such event, You will not be able to establish an account on the Site. You represent and warrant that all information you supply to us about yourself and others, including email addresses, are true, valid and accurate, and that You have the right to supply us with such information. You are responsible for maintaining the secrecy of your member ID and password.

You agree to accept responsibility for all activities that occur under your account or password. You represent that you are of sufficient legal age to use the Site and to create binding legal obligations for any liability You may incur as a result of the use of the Site. In addition, You will be financially accountable for all use of the Site by You and anyone using Your password and login information, with or without Your consent.

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User Comments, Feedback and Other Submissions

All information, comments, feedback, photographs, suggestions and ideas disclosed, submitted or offered to FLS in connection with the use of this Site (collectively, "Comments"), shall be and remain the exclusive property of the author, but, by submitting the same to FLS, the author hereby grants to FLS a non-exclusive, irrevocable, royalty-free, freely-assignable (through multiple tiers) right and license to use such Comments, in any medium, for any and all purposes, including but not limited to, commercial purposes (including, without limitation, product development, manufacturing, distributing and marketing), displaying publicly, reproducing, or creating derivative works therefrom. For example, your comments may be used in radio, television and print advertisements, and your photographs may be used in our marketing materials. Your name may be used with any Comments you submit. FLS is under no obligation to maintain your name or your Comments in confidence, to pay to you any compensation for any Comments submitted, to credit you with respect to any Comments, or to respond to any of your Comments. You agree that you will be solely responsible for the content of any Comments you make. By submitting any Comments to FLS or this Site, you are representing and warranting to FLS that you are the exclusive author of such Comments, that such Comments are your original work, and that you have all right, title and interest necessary to grant the rights to FLS granted by Your submission of such Comments to FLS.

Forum Postings (client area)

Please be aware that any messages, information or materials posted in our Forums are not subject to the terms of our Privacy Policy. Please do not submit any information to our forums that you would like to be kept private or secure. FLS does not control or regularly review the messages, information or materials posted in the Forums. It is a condition of Your use of the Forums and the Site that You do not upload to, post, distribute or transmit to or through the Site any messages, information or materials which violate or infringe in any way the rights of others, or which are libelous, defamatory, obscene, pornographic, threatening, abusive, unlawful or would otherwise violate any law, or encourage such conduct, or which, without FLS 's express written consent, contains advertising or any commercial solicitation; post or transmit any material that contains a virus or other harmful component; restrict or inhibit anyone from using and enjoying the message boards.

FLS has no responsibility for the content of any messages, information or materials uploaded, posted, distributed, or transmitted by Users of the Site, including the Forums. However, FLS retains the right, but not the obligation, in its sole discretion, to monitor, review, edit, delete or refuse to post any third-party content that FLS, in its sole discretion, deems to be objectionable, in violation of these terms and conditions, or for any other reason or no reason. FLS reserves the right to disclose any information as necessary to satisfy any law, regulation or governmental request.

By submitting messages, information and material to any Forum (including, without limitation, any image You may use as an avatar) You are granting FLS a perpetual royalty-free license to reproduce, edit, modify, publish, transmit and display, transmit, create derivative works from, distribute or perform it in whole or in part or incorporate it in any form, medium or technology now known or later developed.

User agrees to indemnify and hold harmless FLS and all officers, directors, shareholders, employees, authorized representatives and agents from and against all claims and expenses, including attorneys' fees, arising out of any messages, information or materials uploaded, posted, distributed, or transmitted to or through the Site, including the message boards, by You or through your account or any user ID you may establish.

Relationship With Other Parties

Unless otherwise indicated, FLS has not authorized any third party to act on its behalf. FLS 's use of a trademark, service mark, trade name, logo, slogan, or symbol, or other designation in connection with a product or service of another entity (including all hotels, airlines, car rental agencies, cruise tours) should not be construed as an indication of FLS 's sponsorship of, affiliation or connection with such other entity.

Links to Sites of Other Parties

The Content contained on this Site may include links to other sites. The other sites may not be under the control of FLS and FLS is not responsible for the information or content contained on any web site not owned by FLS . FLS has included the links as a convenience to you. FLS does not endorse, sponsor or approve any other site, or product or service offered by any other site, for which it has provided a link.

Indemnification

You agree to indemnify, defend and hold us and our partners, attorneys, staff and affiliates harmless from any liability, loss, claim and expense including reasonable attorneys' fees, related to your violation of these Terms and Conditions or use of this Site.

Notices

Except as explicitly stated otherwise, (i) any notices to FLS shall be made by postal mail to FLS , and (ii) any notices to You shall be made by postings to our site. Alternatively, we may give You notice by sending an e-mail to the e-mail address You provided us when registering or by postal mail to the postal address You provided us when registering. In the case of e-mail, notice shall be deemed given 24 hours after email is sent, unless the sending party is notified that the email address is invalid. In the case of postal mail, notice shall be deemed given 5 days after the date of mailing.

Copyright Infringement

FLS respects the intellectual property of others. If you believe that your work has been copied and is accessible on the Site in a way that constitutes copyright infringement, please provide written notice to our registered copyright agent identified below. Please note that your written notice must meet the requirements of the Digital Millennium Copyright Act of 1998 ("DMCA"), 17 U.S.C. §512.

Our copyright agent can be reached:

By Mail:

FREIGHT LOGISTICS SOLUTIONS LTD

Lakeside House

Lakeside Court

Llantarnum Business Park

Cymbran

United Kingdom

Please note that the above notice information is only for reporting copyright infringement.

Miscellaneous

These Terms and Conditions represent the entire agreement between you and FL regarding your use of this Site and supersede any prior statements or representations. The performance of these Terms and Conditions shall be governed by the laws of the United

States, without regard to any principles of conflicts of law. All legal proceedings arising out of or in connection with this Site brought by you shall be brought solely in the courts located within the United States. You expressly submit to the personal jurisdiction and venue of said courts and waive any claims of inconvenient or improper forum or similar claims or defenses. Should any part of these Terms and Conditions be held invalid or unenforceable, that portion shall be construed consistent with applicable law and the remaining portions shall remain in full force and effect. FLS may at any time modify these Terms and Conditions and your continued use of this Site will be conditioned upon the Terms and Conditions in force at the time of your use. Any rights or obligations granted to You hereunder may not be assigned or transferred to any other person or to any entity.

Related Documents : [FLS Data Protection Policy 004](#)