

## Customer & Supplier Privacy Policy

LMS Highways Ltd (“We” “Our”) considers the protection of your (“You”) privacy to be of utmost importance. We maintain strict information privacy policies and use state of the art technologies to safeguard customer information and communications from unauthorised intrusions and access. This policy explains how we may collect information about you and then how we use it. It also gives certain assurances on things that we will and what we will not do.

### 1. Collection of Information

We may collect personal information about you when:

- you take a service or product from us
- you request a quote from us
- you contact us with an enquiry or in response to a communication from us
- we make an enquiry with you or your agents to provide a service or product
- we commission you or your agents to provide a service or product

### 2. Methods of Collection

We may take this information from you in a number of ways:

- Telephone (both fixed and mobile, direct to a member of our team or via our head office)
- E-mail messages
- Text message or similar multimedia messaging application
- Website Forms - like many web sites, we invite users to contact us. Our web sites allow you to enter your e-mail address and other personally identifiable information. By entering your email address or other information you agree that we may contact you via the information provided.
- Web Site Cookies - like many web sites, we use a mixture of cookies to collect information. Cookies are tiny pieces of data stored on your computer when you visit most web sites and are used to identify your computer to help tailor your experience and provide certain functionality. No personally identifiable information is stored. You are free to disable cookie usage for our site or all sites by visiting your browser preferences, but this may stop our web site from functioning correctly. The exact nature of cookies used on our web sites are as follows:

The following ‘Strictly Necessary’ cookies are required for our web sites to function:

- Temporary session data cookies to enable our Contact Us feature.
- Indicator cookies to allow us to understand whether you have been informed of our cookie usage policy.
- The following ‘Functional’ cookies are not strictly necessary and can be disabled but without them we are unable to provide web site visitors with the best possible experience.
- Cookies to assist us understanding web site visitor usage patterns using services such as Google Analytics.
- Cookies to make it easy for you to share pages with social networks such as Facebook and X.
- Cookies that allow us to present additional information of value to you based on the content you have shown interest in previously.

### **3. Use of Information**

Information you provide or we hold about you may be used by us to:

- identify and respond to you when you make direct enquiries or requests to us
- administer any accounts, services and products provided by us
- undertake marketing & customer analysis
- help prevent and detect fraud or loss

### **4. Disclosure of information**

We may disclose information we hold about you to third parties for the purpose of providing services you have requested, as part of the process of sale, or where legitimately requested for legal or regulatory purposes, as part of legal proceedings or prospective legal proceedings.

We will not sell, rent or share your personal information, with or to any third parties for marketing purposes.

### **5. Monitoring**

We may monitor and record calls made to us or e-mails sent to us for the purposes of quality assurance, legal, regulatory and training.

### **6. Protection of Information**

We maintain strict security measures in order to protect personal information. These measures include technical and procedural steps to protect your data from misuse, unauthorised access or disclosure, loss, alteration, or destruction.

### **7. Your Rights**

Subject Access Request - you are entitled at any time to request a report containing the information we hold about you. Please submit any such requests to [contact@lmshighways.co.uk](mailto:contact@lmshighways.co.uk) or in writing to the company address. Requests will be responded to within one month.

Right to be Forgotten - under General Data Protection Regulations you may be entitled to issue a "Right to be Forgotten" request. Please submit any such requests to [contact@lmshighways.co.uk](mailto:contact@lmshighways.co.uk) or in writing to the company address. Requests will be responded to within one month.

Furthermore, you have the right to object to processing of personal data that is likely to cause, or is causing, damage or distress; in certain circumstances have inaccurate personal data rectified, blocked, erased or destroyed; claim compensation for damages caused by a breach of the data protection legislation.

### **8. Concerns About Our Use of Your Data**

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance by contacting us at the address on the bottom of this document. If you are not satisfied with the response received, you may write directly to the

Information Commissioner's Office, details of which can be found at <https://ico.org.uk/concerns/>.

## **9. Changes to this Policy**

We reserve the right to change this policy at any time and updated version will be posted on the LMS Highways website from time to time. Information collected prior to the time any change is posted will be used according to the terms of the policy that applied at the time the information was collected.

## **10. Contact Us**

If you would like further information about this policy or you wish to enquire about the data we hold about you, please contact us:

LMS Highways Ltd.  
Cockington Court, Cockington Lane  
Torquay  
Devon  
TQ2 6XA  
United Kingdom

Phone: 01626 331771

Email: [contact@lmshighways.co.uk](mailto:contact@lmshighways.co.uk)