

Privacy Policy

The privacy of our customers at Progress Vehicle Management is of extreme importance to us. This document outlines our privacy guidelines. Regular updates of the privacy policy are completed, requiring you to check back on this policy from time to time.

This Policy applies to customers of the Progress Vehicle Management website at www.progressvehiclemanagement.co.uk or any other electronic services or applications offered Progress Vehicle Management.

We do not collect any personal data which identifies visitors to our website unless information is submitted by the choice to do so, for example, by completing and submitting a questionnaire or enquiry form. If you choose to submit an enquiry form or questionnaire we may collect information including your name, email address, contact number and other relevant information you provide in the form. We will not provide any information submitted to any third party for marketing or other purposes. We are registered with the Information Commissioner for the processing of personal data.

Please read the following information carefully to understand Progress Vehicle Management views and practices regarding your personal data and how Progress Vehicle Management will treat it.

For the purpose of the Data Protection Act 1998 and The General Data Protection Regulations 2018, the data controller is Progress Vehicle Management Limited, company registered address is at Progress Business Park, Hillside, Rushmore Hill, Knockholt, Sevenoaks, TN14 7NL.

All details supplied by you to Progress Vehicle Management will be safeguarded both by this Policy, General Data Protection Regulations 2018 and also by the Data Protection Act 1998.

Information Collected and what it is used for (via phone calls, emails etc..)

Progress Vehicle Management may collect the following information about you:

Name

Date of Birth

Contact Details (Telephone number, email address etc..)

Address

Vehicle Details

Accident circumstance details

Third party insured details

Witness details

Any other information required by us to proceed with your claim.

Once Progress Vehicle Management has received your information, Progress Vehicle Management will use strict procedures and security features to prevent any unauthorised access.

Where we store your personal data

Progress Vehicle Management will take all reasonable steps to ensure that your data is treated securely and in accordance with this Privacy Policy.

All information you provide to Progress Vehicle Management is stored on Progress Vehicle Management individual employee's log in, on a secure central file servers and again on a back-up system(s).

Payment Card information is collected over a secure connection and all payment transactions will be encrypted.

Payment Card information is used solely for the purpose of processing payment for customer damage or fines such as speeding or parking offences. Progress Vehicle Management retains no record of Payment Card.

We may store your account information in our databases indefinitely following the termination of your account with us to the maximum extent permitted by law.

Credit hire vehicle tracking system

Our credit hire vehicles are fitted with a GPS tracking device which will collect the following data:

- Vehicle location.

- Date and time of journeys.
- Vehicle speed.
- Ignition status (if applicable).
- Journey history.
- Other telematics information collected by the device.

Progress Vehicle Management uses this information for legitimate business purposes, including preventing and detecting theft, recovering vehicles, protecting company assets, investigating incidents and accidents, managing insurance claims and ensuring compliance with the terms of this hire agreement.

Tracking data is only accessed by authorised personnel where necessary. The information may be shared with our telematics provider, insurers, the police or other authorities where legally required or necessary for the purposes outlined above.

Tracking data is retained only for as long as necessary to fulfil these purposes and in accordance with our data retention policy

Confidentiality and Security

We limit access to personal information about you to employees in order to do their jobs and complete the service you have requested from us.

We have physical, electronic, and procedural safeguard policies that comply with our legal responsibilities to protect personal information about you. We have implemented an internal training program about security that is required of every Progress Vehicle Management employee.

Disclosure of your information

We may disclose your personal information to third parties throughout your claim process which we will advise to you, we will also ask for your consent to continue at each stage of the claim before this information is shared.

Please note we will only share your information to these external parties in order to complete the service you have requested from us.

Access to personal Information

You have the right to access all your personal information supplied to Progress Vehicle Management and rectify any inaccuracies on the information held. More information on this is available via our website - "Right to Erasure Policy" please read this in full for more information.

Security Breaches- What Happens?

If we learn of a security systems breach we may attempt to notify you electronically so that you can take appropriate protective steps. We may post a notice on our website if a security breach occurs. We may also send an email to you at the email address you have provided to us in these circumstances, as long as consent is provided beforehand.

We take your security seriously and take reasonable steps to protect your information. No data transmission over the Internet can be guaranteed to be 100% secure.

Cookies

We may place a text file called a "cookie" in the browser files of your computer or mobile device. The cookie itself does not contain personal information although it will enable us to relate your use of Progress Vehicle Management websites or Electronic Services to information that you have specifically and knowingly provided. But the only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other websites.

We may use cookies to track user traffic patterns on Progress Vehicle Management website or Electronic Services, but we do not use cookies to track your use of third party websites.

You can refuse cookies by turning them off in your browser. Alternatively you can set your browser to warn you before accepting cookies; this means you will receive the warning message with each cookie.

Contact

Questions, comments and requests regarding this Policy are welcomed and should be addressed to;

Compliance@progressvehiclemanagement.co.uk