

Privacy Policy

At Move Elevators we're 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.

Who are we?

Move Elevators are an independent lift company based in the West Midlands specialising in providing high quality lift repairs and maintenance services. Move Elevators Limited is a registered company (no. 10311557). The registered address is 33 Birmingham Road, Alvechurch, Worcestershire B48 7TB.

How do we collect information from you?

We obtain information about you when you enquire with us or use our website, for example, when you contact us about our services or if you request information via our contact form.

What type of information is collected from you?

Email - When we receive an email to our General Enquiries (info@moveelevators.co.uk) or individual employee's inbox we collect your email address and any other information which you provide, such as name, job title, contact telephone number(s) and any information contained within your email signature.

Lawful basis for processing – Legitimate interests

To process any enquiry or request which we receive and keeping records of correspondence.

Lawful basis for processing – Contract

When we receive an order we need your personal information to establish who the contract is with and to contact you to fulfil our obligations under the contract, including sending you quotations, invoices etc and to arrange the delivery of the services you've requested.

Lawful basis for processing – Legal Obligation

When we receive an order we have a legal obligation to issue you with an invoice for the services you have purchased

Contact Us Web Form - When we receive an email via our web form we collect your name, company name, email address, telephone number and any other information which you provide within your message.

Lawful basis for processing – Legitimate interests

To process any enquiry or request which we receive and keeping records of correspondence.

Phone - When we receive a telephone call from you we may collect your name, contact telephone number(s) and any other information which you provide during our conversation. We do not record phone calls.

Lawful basis for processing – Legitimate interests

To process any enquiry or request which we receive and keeping records of correspondence.

When someone visits www.moveelevators.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns.

Third party service, Google Analytics, is used to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

How is your information used?

We process personal information for numerous business purposes, which include some or all of the following:

- process requests for information and services.
- process requests / purchase orders that you 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 which you have requested and that may be of interest to you. These may include marketing information about our products and services.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information we believe will be relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud.

How long we retain your information

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. We will hold your personal information on our systems for as long as is necessary for the relevant activity, 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.

Please be reassured that we will not release your information to third parties, 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.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. 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 us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if your personal details change you can notify us of any updates by contacting us at privacy@moveelevators.co.uk or writing to Move Elevators Limited, 33 Birmingham Road, Alvechurch, Worcestershire B48 7TB.

Use of site by children

We do not sell products or provide services for purchase by children, nor do we market to children. If you are under 18, you may use our website only with consent from a parent or guardian

Your Rights

You have the right to object to our processing of your personal information under legitimate interest, however, any objection may result in us being unable to fulfil any enquiry or request / order which we have received.

While we will only ever send you marketing communication which we believe will be of interest to you in terms of your job role or the company you represent. If you do not wish to receive any marketing communication you can opt-out by notifying us at privacy@moveelevators.co.uk or contacting us at Move Elevators Limited, 33 Birmingham Road, Alvechurch, Worcestershire B48 7TB.

Alternatively, every marketing email which we send will have the facility for you to update your interest preferences in order to tailor the communications you receive or unsubscribe from all future marketing communications.

You have the right to ask for a copy of the information Move Elevators Ltd hold about you free of charge.

Should you wish to lodge a complaint regarding our processing, storage, accuracy or accessibility of your personal information we ask you contact us in the first instance at privacy@moveelevators.co.uk or contacting us at Move Elevators Limited, 33 Birmingham Road,

Alvechurch, Worcestershire B48 7TB and we will endeavour to rectify any issue. You also have the right to lodge a complaint with the [Information Commissioner's Office](#) (ICO).

Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

Use of 'cookies'

You can read more about how we use cookies on our Cookies Policy page.

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 those 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.

Transferring your information outside of Europe

Our website is hosted in the EU (Denmark).

We may also use outsourced services in countries outside the European Union from time to time in other aspects of our business.

Accordingly, data obtained within the UK or any other country could be processed outside the European Union. 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.

Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction,

we should like to hear from you at privacy@moveelevators.co.uk or contacting us at Move Elevators Limited, 33 Birmingham Road, Alvechurch, Worcestershire B48 7TB
However, ultimately it is your choice as to whether you wish to use our website.

Review of this Policy

This Policy was last updated in May 2018 and will be reviewed on a regular basis.

Any questions regarding this Policy and our privacy practices should be sent by email to privacy@moveelevators.co.uk or by writing to Move Elevators Limited, 33 Birmingham Road, Alvechurch B48 7TB.