

CCVM SERVICES LTD

DATA PROTECTION & PRIVACY POLICY

CCVM Services LTD

1. Introduction

CCVM Services LTD is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our services, website, WhatsApp communication, telephone contact, or email communication.

2. Company Information

CCVM Services LTD

Website: ccvmservices.com

Email: ccvmservicesltd@gmail.com

CCVM Services LTD operates as a licensed private hire operator and processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

3. Information We Collect

We may collect and process the following information:

- Full name
- Telephone number
- Email address
- Pickup and destination addresses
- Booking details
- Payment information
- Communication records
- Journey history
- Vehicle preferences
- Information provided through WhatsApp, website forms, telephone calls, or email communication

We may also collect technical information from our website, including:

- IP address
- Browser type
- Device information
- Website usage information
- Cookies

4. How We Use Your Information

Your information may be used for:

- Managing and processing bookings
- Communicating regarding journeys
- Customer support
- Processing payments
- Fraud prevention
- Improving our services
- Legal and regulatory compliance
- Handling complaints or disputes
- Returning lost property

5. Legal Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract
- Legitimate business interests
- Compliance with legal obligations
- Consent where applicable

6. Sharing Your Information

Your information may be shared with:

- Drivers or subcontractors carrying out your journey
- Payment processing providers
- Licensed operators assisting with subcontracted bookings
- Government or regulatory authorities where legally required
- Professional advisers, insurers, or legal representatives where necessary

CCVM Services LTD does not sell personal data to third parties.

7. Payments

Payments may be processed:

- Directly with the driver
- Via secure payment links
- Through third-party payment providers

CCVM Services LTD does not store full card payment details. All electronic payments are processed through secure third-party systems.

8. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil booking obligations
- Meet legal and licensing requirements
- Resolve disputes
- Maintain business and tax records

Journey and booking records may be retained for insurance, licensing, tax, or legal compliance purposes.

9. Data Security

We implement appropriate technical and organisational measures to protect personal information from:

- Unauthorised access
- Loss
- Misuse
- Disclosure
- Alteration

However, no online transmission or storage system can be guaranteed to be completely secure.

10. Your Rights

Under UK GDPR, you may have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your personal data
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent where applicable

Requests regarding personal data may be submitted directly to us.

11. Cookies

Our website may use cookies to improve website functionality and user experience. Users may manage cookie settings through their browser preferences.

12. Third-Party Services

Our website or communication systems may include integrations with third-party services such as:

- WhatsApp
- Payment providers
- Maps and navigation systems

CCVM Services LTD is not responsible for the privacy practices of third-party providers.

13. Children's Privacy

Our services are not intended for individuals under the age of 18 without supervision or permission from a parent or guardian.

14. Changes to This Policy

CCVM Services LTD reserves the right to update or modify this Privacy Policy at any time. Updated versions will be published on our website.

15. Contact Information

If you have any questions regarding this Privacy Policy or your personal data, please contact:

CCVM Services LTD

Website: ccvmservices.com

Email: ccvmservicesltd@gmail.com

16. Complaints

If you are dissatisfied with how your personal data has been processed, you may contact the UK Information Commissioner's Office (ICO).

Website: ico.org.uk