

Privacy Policy

We take privacy seriously and the safekeeping of all data shared with us is of utmost importance.

Privacy notice

We take your data protection rights and our legal obligations seriously. This notice describes the data which we will hold about you, what we will do with it and why, and how we will protect it. It also describes your rights and how to exercise them. We hold information about individuals both for use by our business and for use by our clients (subject to their own privacy notice). Each is described separately below.

Who are we?

V3ctor Ltd is registered in England and Wales with company number 16559729, and with registered address 103 Washway Road, Sale, England, M33 7TY. We are also registered with the ICO, and our registration number is ZB348985. We are a Software as a Service Platform that monitors, tracks and analyses how well our clients carry out their services, by tracking, measuring and reporting on the overall performance of the carriers they engage.

If you have any questions about how we use your information, or want to exercise your rights over your information, you can write to us at our address above or contact us on:

Email: info@v3ctor.ai

V3ctor as a Controller: collecting information for our own use

What information do we collect and process about you, what do we do with it and why?

When you contact us

If you get in touch with us, by phone, email, post, in person or via the website, you may provide us with personal information. For example, if you use our website contact form, we ask for your name, email address and contact details. We will only use the information you provide us to deal with your enquiry, unless you have opted in for marketing.

We justify this processing based on your consent. We will keep this information for no longer than 12 months from the last interaction with you.

To be paid by our clients

We are paid to carry out our services for our clients. For this we will collect information such as business debit/credit card details and business address.

We justify this processing based on the performance of a contract. We will keep this information for no longer than 12 months from when a final invoice is issued.

For market analysis

We use the information gathered as part of our services to our clients, to benchmark the carriers/services that our clients engage against the rest of the industry within our client base and sell this as a service. We use this information as a market index in order to provide insights. We anonymise all the data that could link back to you or our individual client, therefore the data will never be shared publicly in an identifiable format to another client, or to anyone else.

We justify this processing on the basis of our legitimate interest in providing analysis to our clients. Where we rely on legitimate interest, we carry out an assessment to balance our interests against the rights and freedoms of the people whose information is being used. You can contact us for details of the assessment relevant to this processing.

When you visit our website

When you visit our websites, cookies will be dropped. Cookies will collect personal data about you. The personal data that is collected by these cookies is IP address, operating system and browser type and affiliate links. We use functional cookies, which are essential for us to track your order.

With your consent we use Google Analytics, as the analytics tool on our website. To learn more about Google Analytics, you can visit: [Google Analytics](#)

With your consent we also use Google Tag Manager to deploy tags on our website for an easy-to-use web interface. To learn more about Google Tag Manager you can visit [Google Tag Manager Data privacy and security - Tag Manager Help \(google.com\)](#)

Who else will see your information?

We will never sell your data nor provide access to it to any third parties for marketing purposes. We will share your data with our subcontractors for file storage, email and other purposes as necessary, because, like many businesses, we don't do everything ourselves. When we have someone else help us handle an aspect of our business, we will pass them some of your data so that they can do their work. We will only ever give them the minimum information that they need, and it will always remain under our control. This means that they can only do with your data what we tell them to and can't keep it once they no longer need it or pass it on to anyone else.

Where legally required to do so we will share your information with other third parties such as our insurers or government agencies and regulators.

How do we look after your data?

We expect third parties to process any data disclosed to them in accordance with the contractual relationship we have with them and applicable law. These third parties have agreed to uphold their data protection responsibilities and only use any personal data we share with them which they collect on our behalf for the sole purpose of providing us with the contracted services.

Where we engage a third party to carry out work for us, we will make sure that the appropriate due diligence has been carried out on the third party, to ensure that they provide a good level of security to protect your data.

We will only retain your data for as long as necessary. We will remove any personally identifiable information that is no longer needed for our analysis.

Data transfers

Some of the external organisations we share your personal information with may not be in the same country as you. We will always take steps to ensure that any transfer of information outside of your country is carefully managed to protect your privacy rights.

We will only transfer personal data to countries which are recognised as providing an adequate level of protection or where we can be satisfied that alternative arrangements are in place to protect your privacy rights.

Transfers to service providers and third parties, including to the US, will be protected by contractual commitments (such as Standard Contractual Clauses), and certification schemes.

What are your rights?

You have the right to request a copy of all the information we hold about you and to ask us to correct any inaccurate personal information concerning you. We may in some circumstances need to check that what you have told us is accurate and require a form of identification.

You have the right to ask us to delete your information, to stop processing it or to restrict our processing of it. However, we may not be able to do so immediately if we have a lawful reason or a legal or contractual obligation to retain the information or continue the processing. We will notify you if this is the case.

Where you have given consent, you have the right to withdraw it at any time.

To exercise any of these rights, please contact us using the details at the top of this policy.

You also have the right to make a complaint to the Information Commissioner's Office – the supervisory authority that handles data protection law in the UK. You can contact them at: <https://ico.org.uk/make-a-complaint/>

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: icocasework@ico.org.uk

Telephone: 0303 123 1113

V3ctor as a Processor: collecting information for use by our clients

What information do we collect and process about you, what do we do with it and why?

When we act as a Processor on instructions from another Controller we help manage notifications on your order, on their behalf. Please check the relevant Controllers privacy notice on their main page for more information about what information they may hold about you, your data protection rights and how to exercise them. We have set below our involvement in handling your information on their behalf.

We receive information on you from our clients in order to send you emails or SMS notifications, so that we can update you on your order. In some instances, you may access our portal, so that you can track your order. The information we receive includes but is not limited to, full name, address and contact number(s). We will not be using the information to further market to you.

We do this on the basis of the contract you have entered with the party whom you have ordered from, in order for you to receive your order.

Our platform monitors, tracks and analyses how well our clients fulfil their services. As part of our service, we analyse this data, to ensure that our clients operate efficiently and are fulfilling their obligations to their customers. We collect information such as order data and tracking data.

We justify this processing based on the performance of a contract with our client. We will keep this information for no longer than 6 months from when the order is declared to us.

Who else will see your information?

As well as your information being available in our platform to our clients, we use third parties to host and store information and to manage elements of our services such as communications. We expect third parties to process any data disclosed to them in accordance with the contractual relationship we have with them and applicable law. These third parties have agreed to uphold their data protection responsibilities and only use any personal data we share with them which they collect on our behalf for the sole purpose of providing us with the contracted services.

Where we engage a third party to carry out work for us, we will make sure that the appropriate due diligence has been carried out on the third party, to ensure that they provide a good level of security to protect your data.

How do we look after your data?

We will share your data with our subcontractors for file storage, email and other purposes as necessary, because, like many businesses, we don't do everything ourselves. When we have someone else help us handle an aspect of our business, we will pass them some of your data so that they can do their work. We will only ever give them the minimum information that they need, and it will always remain under our control. This means that they can only do with your data what we tell them to and can't keep it once they no longer need it or pass it on to anyone else.

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We will only transfer personal data to countries which are recognised as providing an adequate level of protection or where we can be satisfied that alternative arrangements are in place to protect your privacy rights.

Transfers to service providers and third parties, including to the US, will be protected by contractual commitments (such as Standard Contractual Clauses), and certification schemes.

What are your rights?

Please see the privacy notice of the business your ordered from for details of your data protection rights and how to exercise them.