

General Data Protection Regulation & Privacy Statement

The EU General Data Protection Regulation (GDPR) replaces the 1995 EU Data Protection Act. GDPR legislation is designed to strengthen the rights that EU individuals have over their data and create uniform data protection laws across Europe.

'Personal data' means *"any information relating to an identified or identifiable natural person"*. SkyNet UK processes the following relevant and appropriate personal data of its customers; name and address details, place of residence, email address, parcel details, signature of delivery, consignee deposit authorisation, delivery data, points of time and cash on delivery payments.

At SkyNet UK, we strive to deliver an excellent customer experience, earning the trust of hundreds of thousands of users globally. We will continue to make additional required operational changes resulting from the new legislation. SkyNet UK will keep our clients, partners and regulatory authorities informed throughout this process.

Personal Data Protection

SkyNet UK collects and processes your data in relation to its internet portals and acts in compliance with applicable laws on data protection in Europe and the Rest of World.

Data is protected on highly secured servers and encrypted using industry standards.

SkyNet UK currently uses a market leader in secure information destruction. Their data security processes ensure compliance with Data Protection legislation and function under best practice guidelines in an efficient, environmentally friendly and cost effective way.

Any employee personal data is processed in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organizational measures.

Co-controller

The SkyNet Network will be regarded as 'Co-controllers' concerning internet portals, applications for customers and consignees (to view a list of Co-controllers, please visit skynet.net/stationpages).

The SkyNet Network may transmit your personal data to third parties (processors). Should such companies be located outside the EU, SkyNet UK shall ensure the protection of your personal data in accordance with the relevant legislation by means of the SkyNet UK Data Privacy Policy or other appropriate measures.

Contractual & Legitimate Interest

SkyNet UK and the consignor agree that the SkyNet Network will deliver customers parcels to its consignees. SkyNet UK only collects, processes and utilises personal data to the extent which is necessary to establish, maintain and terminate a contractual relationship which was established in order to supply transportation services in accordance with the International Carriage of Goods by Road (CMR) Convention.

We are obligated to store the confirmations of receipt of all consignments and processing operations necessary in order to perform the contract.

Retention Period

SkyNet UK retains personal data required for the delivery of parcels, both domestic and international. To comply with legal requirements this data is archived securely for up to 7 years.

Disclosure of Personal data

At SkyNet UK, we are committed to protecting and respecting the privacy of individuals and take our obligations under data protection legislation seriously. Our warehouse operates on a Known Agent status and we adhere to the CAA (Civil Aviation Authority) Regulation.

Personal data will be solely used for the purpose of delivery or returns. SkyNet UK does provide personal data to the partners within the SkyNet Network, as well as third party carriers and other processors to the benefit of the service performance.

Direct Marketing

As far as their consent was given, SkyNet UK will inform its customers about news and product information. Their personal data, including the email address, will be used for SkyNet UK's marketing purposes. This consent (opt-in) can always be revoked by contacting SkyNet at marketing@skynetworldwide.com.

Subject Access Requests & Right to be forgotten

For access to data, rectification, erasure, restriction, transmission of data and objection or to exercise the "right to be forgotten", please email marketing@skynetworldwide.com.

For more info, please visit us on <https://www.skynetworldwide.com/>

Head office Address: SkyNet House, 18-21 Pulborough Way, Hounslow Middlesex, TW4 6DE

