

## **NNR UK GDPR Compliance Privacy and Cookie policy.**

In accordance with the General Data Protection Regulation and related UK data protection legislation, we are committed to protecting the confidentiality and security of the information that you provide to us. This Privacy Notice is designed to help you understand how we collect and use your information. If you have any questions or queries about this policy please contact us.

### **Who we are**

NNR Global Logistics UK Limited is a subsidiary of Nishi Nippon Railroad Co(Japan) trading as NNR (also referred to in this Notice as "we", "us", or "our"). We provide logistics services and supply chain services globally through our group companies, agents and subcontractors.

For the purposes of relevant data protection legislation, we are a controller of your personal data. As a controller we use (or process) the personal data we hold about you in accordance with this privacy notice.

We have not appointed a Data Protection Officer, as defined by legislation, due to the size of our business and proportion of data we control and process. Our Finance Director has overall responsibility for our data protection.

### **How to contact us**

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a subject access or any other request regarding the information we hold, please contact us at:

NNR House,  
Stanwell Road  
Feltham  
Middx, UK  
TW14 8NG

T: +44 (0) 208 893 2883 | E: [admin@nnruk.com](mailto:admin@nnruk.com) | W: [www.nnrglobal.com](http://www.nnrglobal.com)

### **What information we hold about you**

The personal data that we collect about you may include the following information:

Personal data you provide to us in person, via email, our website or by telephone

Personal data you provide when you enquire about our services, or when you purchase a service through us, our sister companies or our appointed agents, including information about what and/or who you acquired our services such as your business activities, commodities, origin destination and other service rendered details and your business contacts.

General information about you, such as your name, address, contact details and services you acquired from us

Personal data and your preference you provide if you subscribe to any of our mailing or newsletter services

Information about your use of our website such as your IP address, which is a unique number identifying your computer, including personal data gathered using cookies

We may collect information from publicly available sources and Third-Party databases made available to industry for the purposes of reducing fraud and financial crime as well as any other Third-Party databases where your personal data may be held, provided such third parties have lawful bases on which to share such personal data with us such as Directors check or similar

### **Why we need and how we use your personal information**

We only collect, use and store your information where we have lawful grounds and legitimate business reasons to do so.

### **Purpose for which we process your personal data**

In order to perform our contractual obligations to you. This would include our fulfilling your requests for services (including obtaining Logistics services for you, fulfilling requests made by you or by third parties) (1)

To administer your account, including financial transactions (1)

To assist in the prevention and reduction of fraud and other financial crime (2)

To let you know about important changes in law, regulatory news or other guidance and tips that may be of interest to you (3)

The basis on which we can do this (what the law allows)

1 The processing is necessary in connection with any contract that you may enter into with us

2 The processing is necessary for us to comply with the law and our legal requirements

3 The processing is necessary to pursue our legitimate interest in operating our business

### **Sensitive Personal Information**

We do not collect store or process any sensitive information. Where necessary, we shall obtain your consent to the processing of such information explicitly seeking permission.

We do not collect any information related to children or personal in nature.

### **Who we pass your personal data to**

We will only supply your personal information to other parties where such a transfer is a necessary part of the activities that we undertake, where you give us consent or where we are required to do so by law or regulation (e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime).

Should our services have resulted in insurance claim:

As an intermediary we must disclose personal information to insurance companies, underwriting agencies, business partners and other parties in order to provide our products and services and to enable you to enter into insurance contracts. We may also share your personal information with fraud prevention agencies such as the Claims and Underwriting Exchange Register Anti-Fraud and Theft Register. We may pass information relating to your insurance policy and any incident to the operators of these registers, their agents and suppliers.

We may also disclose your information to service providers engaged to perform services on our behalf. Such service providers are contractually restricted from using or disclosing the information we give them except as necessary to perform services on our behalf or to comply with legal requirements.

We only share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

We never share your information outside our organisation for marketing purposes.

You understand that we may disclose the information you provide to relevant other parties for the purposes described in this Notice.

### **Transfer of personal data outside the UK**

Certain personal information held on our Information Technology systems may be transferred across geographical borders in accordance with applicable law. By providing us with your information, you consent to the collection, international transfer, storage, and processing of your information. These transfers are governed by European Union (EU) standard contractual clauses or equivalent data transfer agreements to protect the security and confidentiality of personal information.

### **How long we keep information about you**

We will keep your information for as long as it is required to enable us to provide quotations, administer your service requirements. This will usually be a minimum period of seven years or otherwise as determined by law or regulation. Once we decide that we no longer need your information it will be securely and confidentially destroyed.

### **Your data protection rights**

We will only store your data for as long as is necessary to comply with the requirements of your service contract(s) and any legal obligations or lawful processing conditions that may exist as a result. You have certain legal rights under UK data protection law and regulations, summarised as follows:

The right to be informed about our data processing activities, including through Privacy Notices such as this.

The right of access to the personal information we hold about you. To request a copy of this information you must make a subject access request in writing to us.

The right of rectification. You may ask us to correct any inaccurate or incomplete data within one month.

The right to erasure and to restrict processing. You have the right to have your personal data erased and to prevent processing except where we have a legal obligation to process your personal information. You should bear in mind that by exercising this right you may hinder or prevent our ability to provide products and services.

The right to data portability. On your request, we will provide you with your personal data in a structured format.

### **The right to object.**

In some cases, even when you make a request concerning your personal information, we may not be required or able to carry out your request. This may be because we would be unable to fulfil our legal and regulatory obligations under the lawful processing conditions under which we hold your data, or because there is a minimum statutory period of time for which we must keep your information. If this is the case, we will let you know our reasons.

For more details on your data protection rights, please contact us. You also have the right to make an enquiry or to complain to the Information Commissioner's Office (ICO) if you are unhappy with our use of your data, or if you think we have breached a legal requirement. Further details about the ICO are available at: [www.ico.org.uk](http://www.ico.org.uk)

### **Cookies**

We use a number of different cookies on our site. If you do not know what cookies are, or how to control or delete them, then we recommend you visit [www.aboutcookies.org](http://www.aboutcookies.org) for detailed guidance.

The list below describes the cookies we use on this site and what we use them for. Currently we operate an 'implied consent' policy which means that we assume you are happy with this usage. If you are not happy, then you should either not use this site, or you should delete the cookies having visited the site, or you should browse the site using your browser's anonymous usage setting (called "Incognito" in Chrome, "InPrivate" for Internet Explorer, "Private Browsing" in Firefox and Safari etc.)

#### **First Party Cookies**

These are cookies that are set by this website directly.

#### **Third Party Cookies**

These are cookies set on your machine by external websites whose services are used on this site. Cookies of this type are the sharing buttons across the site which allow visitors to share content onto social networks. Cookies are currently set by Twitter and Facebook. In order to implement these buttons and connect them to the relevant social networks and external sites, there are scripts from domains outside of our website. You should be aware that these sites are likely to be collecting information about what you are doing all around the internet, including on this website.

You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out, or delete, such information.

#### **Google Analytics**

We use Google Analytics to collect information about visitor behaviour on our website. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. This Analytics data is collected via a JavaScript tag in the pages of our site and is not tied to personally identifiable information. We therefore do not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.

More about Google's position on privacy in connection with its analytics service: [click here](#)

More information on session cookies and what they are used for: [click here](#)

Please read Google's privacy policy before using our websites. How Google uses data