

Terms and Conditions

For the use of the EAL Logistics Mobile App.

Last Updated: 11/08/23

Please read these Terms and Conditions ("Terms") carefully before using the "EAL Logistics" ("App") operated by European Abnormal Load Logistics Ltd "EAL Logistics" based in the United Kingdom, company registration, 13326186 ("we," "us," or "our"). By accessing or using the App, you agree to be bound by these Terms. If you do not agree with any part of these Terms, do not use the App.

1. User Accounts

1.1 You must be at least 18 years old and capable of forming a legally binding contract to use the App. By registering and using the App, you represent that you meet these requirements.

1.2 You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. Notify us immediately if you suspect any unauthorized access to your account.

2. Personal Data

2.1 The App will collect and store certain personal information, including but not limited to your name, email address, and mobile number. We will use this information for communication purposes and to provide you with the services and information.

2.2 Your personal data will be processed in accordance with our Privacy Policy, which is an integral part of these Terms.

3. Company Information

3.1 The App may store and display company-related information such as addresses, contact details, company owned vehicles, permits and registration documents and other publicly available information. You are responsible for ensuring the accuracy and relevancy of this information that you upload and share with us.

4. Vehicle Details and Abnormal Load Permits

4.1 The App may collect and store details related to company vehicles, including but not limited to Abnormal Load permits. You are responsible for providing accurate and up-to-date information regarding your company's vehicles.

5. Intellectual Property

5.1 All intellectual property rights in the App and its content, including but not limited to text, graphics, images, and software, are owned by EAL Logistics or its licensors.

5.2 You may not use, reproduce, modify, distribute, or create derivative works based on any part of the App's content without obtaining prior written permission from us.

6. Limitation of Liability

6.1 The App and its content are provided "as is" without warranties of any kind, either express or implied.

6.2 We shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of your use of the App or any information obtained through the App.

7. Termination

7.1 We reserve the right to terminate or suspend your access to the App without prior notice for any reason, including violation of these Terms and Conditions.

8. Governing Law

8.1 These Terms are governed by and construed in accordance with the laws of the UK. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of the UK.

Privacy Policy / GDPR Policy

Identity and Contact Details

You can find out more about EAL Logistics Ltd on our website www.eallogistics.co.uk. We are registered with the Information Commissioner's Office; our registration number is ZB051057. Our designated statutory authority under the General Data Protection Regulation (GDPR) and UK data protection legislation is the Information Commissioner's Office (ICO). We are based in England.

Data Protection Officer

The individual in charge of Data Protection at EAL Logistics is Graham Reddie.

Contact Graham by email at GReddie@EALlogistics.co.uk.

Data We Collect

For customers, business partners and prospective customers, we capture the following information:

Our systems collect:

- First name
- Last name
- Email address
- The organisation that you work for
- Information relating to your vehicles that require our permits and other services.
- Information relating to your haulier business so that we may conduct our services on your behalf. Such as providing collecting and providing evidence of your company or vehicle registration to a foreign transport ministry or third-party agent.
- A record of any eLearning that you have completed or part-completed Our Customer Relationship Management System (CRM) collects:
 - First name
 - Organisation address
 - Telephone numbers
 - Contract details (if applicable)
 - Records of contact made between you and us
 - Opt-ins for communication
 - If you use our mobile apps in addition to the above we may also capture:
 - Your location (if you grant us access) so that we can present relevant distance based information to you.
 - The ability to deliver push notifications to your device (if you grant us access) so that we can update you on the availability of documents and other business related updates.

Why We Collect Data

We collect information on existing customers and business partners so that we can manage contracts and carry out our business.

We send out regular sector-relevant content, including newsletters, whitepapers, sector updates and updates on our product and service offerings to prospective customers, existing customers and business partners. Where individuals receive this communication regularly, they have consented to receive it.

We collect information from individuals who exercise their various rights under the GDPR through profile pages and emails triggered by links on this website.

We do not collect special category data.

When We Delete Data

We retain data for as long as the prospective customer, existing customer or business partner has an active licence or we have a lawful reason to process data. Where people consent to receive information from us, we retain data for as long as the individual wishes plus we provide a mechanism to opt-out with each communication that we send.

Other Information on What We Do with Data

We store and process data for which we act as data controllers or data processors in the UK.

We do not carry out profiling or automated decision-making on data.

We do not provide information to any third parties without the express consent of the data subject where we act as a data controller, or the data controller where we process data on their behalf.

How we look after data

We take all reasonable technical and procedural precautions to prevent the loss, misuse or unauthorised alteration of personal data.

We store the personal data that we collect securely.

Your Rights

EAL Logistics Ltd recognises the rights of data subjects as defined in the GDPR.

We will always seek to uphold those rights; to exercise those rights, you can email us at info@EALlogistics.co.uk.

EAL Logistics recognises your right to lodge a complaint with a supervisory authority. For more information, you can access the ICO website at <https://ico.org.uk>.

Third Party Processors

Our carefully selected partners and service providers may process personal information about you on our behalf as described below:

Digital Marketing Service Providers

We periodically appoint digital marketing agents to conduct marketing activity on our behalf, such activity may result in the compliant processing of personal information. Our appointed data processors include:

The Service Providers We use may have access to Your Personal Data. These third-party vendors collect, store, use, process and transfer information about Your activity on Our Service in accordance with their Privacy Policies.

Agents

We may use third-party Service providers to provide elements of the services we provide to you. In these circumstances only relevant information pertaining to the specific task with me shared with the third-party so that they may fulfil their services.

Analytics

We may use third-party Service providers to monitor and analyse the use of our Service.

- **Google Analytics**

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy>