

Privacy Policy

Last updated – 17/02/2021

Volta Mobility Limited has a company number of 13072094 and registered office of 6 Albion Street, Accrington, Lancashire, BB5 1QW.

At Volta Mobility we are committed to maintaining the security of your data and respecting your privacy rights. This policy describes how we collect and use your personal information and the procedures we have in place to protect your privacy. The policy applies to our services, both offline and online, including our website and e-mail communications.

Volta Mobility reserve the right to change or supplement this Privacy Policy by amending the information on this page at any time. If this entails any substantial changes, we will actively communicate this via our website and possibly other channels.

What personal data we may collect

- Information you share with us verbally, via email or forms
- When you use our website, we may also use information collected by cookies. By continuing to use our website, you accept that cookies may be set on your device

Personal data that may be processed

Volta Mobility may process the following information provided:

- Title, first name and last name
- Address
- Contact number and/or email address
- In some cases, we process more sensitive personal information about you such as health data relating to any mobility issues you may have
- Your IP address
- Information about your location, device, browser settings and surfing behaviour

How we may use your information

Volta Mobility may process your personal data for the following reasons:

- To respond to your queries and requests
- To communicate with you
- For internal record keeping
- To comply with legal and regulatory requirements
- To carry out marketing activities if consent has been received
- To optimise, improve and secure the website's operation

To improve the website function, general data from the visitors

of the Volta Mobility website is recorded, including the IP address, time of visit and data sent by your browser. Volta Mobility may share this data with third parties or third-party applications, such as Google Analytics, an analysis program offered by Google Inc. ('Google'), located at 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States.

Google Analytics uses cookies to support our company in analysing the use of the website by visitors. The information generated by the cookie about your use of the website will be transmitted to and stored by Google. Google uses this information to keep track of how the website is used and to compile reports on the website activity. Google may provide this information to third parties if Google is legally obliged to do so, or to the extent that these third parties process the information on behalf of Google. Google will not link your IP-address to other data held by Google. We have anonymised the IP tracking in Google Analytics. We only place these cookies with your consent. If you have not consented to the use of such cookies, they will not be placed. Google promises to adhere to the Privacy Shield principles and is affiliated with the Privacy Shield program of the US Department of Commerce. You can find more information about Google Analytics policies [here](#).

We use **functional cookies** to support the functionality of our website. Cookies are files that are stored on your computer, for example - to distinguish users or to store items in a shopping cart. These cookies can be removed from the computer at any time via the browser settings.

In addition to functional cookies, we may use **tracking cookies** on our website. Tracking cookies analyse surfing behaviour and determine advertising preferences. To do so, we use external software such as a Facebook pixel. Before we make use of these tracking cookies, we first explicitly request your permission during your visit to our website. You can find this permission request in the so-called cookie notice bar at the top of the page. You are not obliged to accept these cookies to visit our website. In addition, these cookies can be deleted at any time via the computer's browser settings. After this, permission will be requested again. You can delete personal data that is linked to your Facebook or Google account, for example, via the relevant organisations

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Who we may share your information with

We may share your personal data with the third parties as mentioned below:

- To companies that we have involved to provide services on our behalf
- Where we believe it's necessary to comply with a legal or regulatory obligation, or otherwise protect our rights or the rights of any third party
- To providers of back-up and storage services

All our third-party service providers are required to take appropriate security measures to protect any personal information we share and only process your personal information for specified purposes in accordance with our instructions. Personal data may also be shared with third parties when we use tracking cookies. This will only be used for our own marketing purposes and will not be shared with or sold to third parties.

Data retention

Volta Mobility will only retain your personal information for as long as necessary to achieve the intended purpose. Your personal data that you have entrusted to us in the context of the execution of an agreement will be stored for fifteen years after the completion of the assignment. After this period has expired, the file will be removed and destroyed on an annual basis, both digitally and physically. If no further correspondence has taken place after an initial contact and no assignment contract has arisen, your data will be removed in the annual information deletion. You can delete cookies at any time in the browser settings of your own device.

Your rights

You may contact us at any time using the contact details below to request what personal data we hold about you. You have the right to ask us to amend, remove, limit or to object to us processing your personal information. You can withdraw your consent to the processing of your personal data at any time. Volta Mobility will endeavor to respond to all requests as soon as possible, but at the latest within four weeks.

Security

We are committed to ensuring that your information is secure and in order to prevent unauthorised access, loss or disclosure, we have implemented suitable procedures to safeguard and secure the information we collect. The Volta Mobility website uses a reliable SSL Certificate (Secure Sockets Layer) to safeguard your personal data. We regularly provide our website with automatic security scans and we use various security tools to adequately protect the website.

If you have any questions about our policy, please contact us via any of the communication methods listed below:

Volta Mobility Limited

6 Albion Street

Accrington

Lancashire

BB5 1QW

Tel: 01254 460007

Email: enquiries@voltamobility.co.uk