

Last Updated: 09 November 2025

WHEELS ON WHEELS PRIVACY POLICY

Here at Wheels On Wheels, we are committed to protecting and respecting your privacy. We ensure that your personal information is processed lawfully, fairly, and transparently in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This policy explains how we handle your personal data when you visit our website, create an account, or make a booking. By using our services, you acknowledge and agree to the practices described in this policy.

DATA CONTROLLER

We (Wheels on Wheels) act as the Data Controller for the information you provide. This means we are held liable for determining how your data is used and ensuring it is handled securely, fairly and lawfully. The types of information we collect include your name, contact details, address, and any details required to complete a booking, such as dates, times, and accessibility requirements. We do not collect payment information or emergency contacts, and we do not request or process sensitive medical information unless you voluntarily share details relevant to your booking.

BROWSER COLLECTED INFORMATION

When you interact with our website, we also receive limited technical data such as your IP address, browser type, and general device information. These details are collected solely to maintain the security, stability, and functionality of the website and are not used for marketing or analytics.

COOKIES

Our website uses only essential cookies—small files required for the site to operate correctly. These cookies enable secure login sessions and ensure the booking system functions reliably. We do not use advertising cookies, analytics cookies, or any form of tracking technologies. As only essential cookies are used, UK GDPR does not require us to display a cookie consent banner, although we remain transparent about the use of these cookies in this policy.

DATA STORAGE

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Your personal data is stored securely with industry-standard protections such as encrypted connections and restricted administrative access. Our website is hosted on PythonAnywhere, which operates servers located in the EU and the United States. Because some data may be processed outside the UK, these transfers are protected by legally recognised safeguards such as Standard Contractual Clauses to ensure your data receives an equivalent level of protection.

We retain your personal information only for as long as necessary. Your account data is stored until you request deletion, while booking information may be kept for a reasonable period to comply with legal, business, and record-keeping obligations. Technical logs are retained briefly and only for security diagnostics. You may request the deletion of your personal data at any time.

WHO HAS ACCESS TO YOUR PERSONAL DATA

We do not sell, rent, or misuse your data. Information is shared only with trusted service providers who help operate our website or deliver essential communications, such as email services. All such partners are required to comply with data protection regulations. We may disclose information if legally required or if necessary to protect safety or prevent fraud.

HOW WE USE YOUR PERSONAL DATA

We use your information primarily to provide and manage the services you request. This includes creating and maintaining your user account, handling bookings, sending confirmation emails, updating you about your appointments, and communicating any changes. We may also process personal data to ensure the lawful and secure operation of our services. We do not use your information for marketing unless you have explicitly asked us to do so.

YOUR DATA RIGHTS

Under the UK GDPR, you have several rights concerning your personal data. You may request access to the information we hold about you, ask for corrections, request deletion, object to certain types of processing, or obtain a copy of your data in a portable format. If we rely on your consent for any purpose, you may withdraw that consent at any time. To exercise any of these rights, you can contact us at 07516 217743 or swanagewheels@hotmail.com, and we will respond within one month.

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We do not knowingly collect information from individuals under the age of sixteen. If you are under sixteen, you must have permission from a parent or guardian to use our services.

We may update this privacy policy occasionally to reflect changes in our practices or legal requirements. Any updates will be posted on this page, and the date at the top will indicate the most recent revision.

If you have any questions about how your information is handled, or if you wish to exercise your data rights, please contact us using the following details: [your email] and [your phone number]. We are committed to ensuring that your personal information is handled fairly, lawfully, and with the highest level of care.

QUERIES

If you have any questions about how your personal information is handled or if you wish to exercise your data rights, please contact us at: swanagewheels@hotmail.com or 07516 217743. We are committed to ensuring that your data is treated with fairness, transparency, and the highest standards of care.

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