

# Data Privacy Policy

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**This Neill & Brown Global Logistics Privacy Policy was updated on 12 October, 2022**

Neill & Brown Global Logistics is committed to your privacy. This Data Privacy Policy tells you about Neill & Brown Global Logistics policy and practice for the collection, use, processing, storage, transfer, protection, and disclosure of information that we may collect about you.

Before you provide your personal information to Neill & Brown Global Logistics, you will be asked to provide your authorisation and consent by agreeing to the terms and conditions of this Data Privacy Policy and consenting to the collection, your submission (if applicable), and processing of information about you as described herein.

The collection, use, processing, storage, transfer and disclosure of your Personal Information (as defined below) will be limited to the terms under which you provide Neill & Brown Global Logistics your authorisation. Neill & Brown Global Logistics is committed to compliance with all relevant country-specific data protection laws, including EU Standard Contractual Clauses, model contracts / transfer agreements, privacy statements and policies, and country specific filings if applicable. This Data Privacy Policy covers Neill & Brown Global Logistics and all other subsidiaries.

**Collection of Your Personal Information**

Personal Information (“Personal Information”) is data that can be used to identify, either directly or indirectly, an individual to whom the information applies.

The information that we may collection from you falls into one of two categories.

**Employees** - For Employees of Neill & Brown Global Logistics this includes your name, mailing address, phone number, email address, contact preferences, occupation, medical history, bank account information, national insurance number, next of kin contact information, login information (account number, username, and password).

**Non-Employees** - For all other individuals this includes your name, mailing address, phone number, email address, contact preferences, occupation, login information (account number, username, password), marketing preferences, social media account information.

Neill & Brown Global Logistics will not collect any Personal Information about you unless you voluntarily choose to provide it to us, (E.g. to obtain information and quotes from us, for job applications), you provide your explicit consent, or unless it is permitted by applicable laws and regulations. You can always “opt-out” at any time by contacting us using one of the contact methods at the end of this document.

**Use of Your Personal Information**

When you do voluntarily provide us with Personal Information, we will use it to provide you with information about our services, process your order, create an account, provide customer service, respond to a specific question, manage a job application, manage your employee file, or provide access to additional information. We also use the information we collect to improve our services, to notify customers of new services or offers and to contact customers for marketing and sales purposes.

### **Disclosure to Third Parties, Service Providers, and Others**

In order to support and enhance the customer relationship with you, Neill & Brown Global Logistics, store, process, or share your Personal Information with our UK and European partners and affiliates (E.g logistics partners, pallet network providers, payroll providers, pension providers) to perform a function or complete a transaction related to your order with Neill & Brown Global Logistics.

Neill & Brown Global Logistics also leverages its UK, European and Worldwide partners and affiliates to provide valuable services on your behalf. To provide these services to you we need your explicit consent to share your Personal Information with them. All relevant and applicable data privacy laws, terms of confidentiality and Neill & Brown Global Logistics Privacy Policy bind all third parties with whom we share your Personal Information.

Neill & Brown Global Logistics may also share non-personal summary information with our UK, European and Worldwide partners and affiliates. In the event that Neill & Brown Global Logistics shares any information with a partner or affiliate, Neill & Brown Global Logistics does so with your explicit consent. For purposes of this Privacy Policy, non-personal information combined with personal information is treated as Personal Information.

There are times when Neill & Brown Global Logistics may be required to disclose your Personal Information by law, legal process, litigation, and/or requests from public and governmental authorities. Neill & Brown Global Logistics may also disclose your Personal Information for purposes of investigations of threats to national security, compliance with requests from law enforcement, or other issues of public importance, or when we determine that disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or customers.

### **Purpose Limitation**

Neill & Brown Global Logistics will collect, use, and/or disclose Personal Information supplied by you, for the purposes disclosed to you. Neill & Brown Global Logistics may also collect, use, and/or disclose Personal Information if the disclosure is a use of the Personal Information for an additional purpose related to the original purpose and is necessary to prepare, negotiate and perform a contract with you, is required by law or competent government authority, is necessary to establish or preserve a legal claim or defence against a legal claim, or is necessary to prevent fraud or other illegal activities.

### **Accuracy and retention of Personal Information**

Neill & Brown strives to make it easy for you to keep your Personal Information up to date and to help us maintain its accuracy. Your Personal Information will be stored only for the period necessary to fulfil the purposes outlined in this Privacy Policy unless otherwise required or permitted by law.

### **Communications and Subscription Preferences**

You have the choice to determine what information you receive from Neill & Brown Global Logistics about services, and how such information is received by specifying your communications preferences. If you wish to discontinue receiving marketing and/or non-transactional emails from us, you may do so by email to [unsubscribe@neillbrown.com](mailto:unsubscribe@neillbrown.com) or by using an “unsubscribe” link in any email sent by Neill & Brown Global Logistics. We would like to emphasize that this provision does not apply to transactional emails to customer’s business relationship with Neill & Brown Global Logistics.

In the event that you choose not to provide certain personal information, we may not be able to respond completely or adequately to your questions, provide updates, and/or information about our services. You can always “opt out” of receiving certain communications at any time by email to [unsubscribe@neillbrown.com](mailto:unsubscribe@neillbrown.com), or click the “unsubscribe” link in any email. We will however continue to use your Personal Information for the limited purpose of sending you important notices relating to information about your business dealing with Neill and Brown Global Logistics and changes to our policies and agreements, or for other reasons permitted by applicable law.

### **Data Security**

Neill & Brown Global Logistics takes the security of Personal Information seriously. To protect your Personal Information that you have provided us against accidental or unlawful destruction, loss or alteration. Neill and Brown Global Logistics uses technical and organisational security measures to prevent any unauthorised disclosure or access.

### **Data Security Breach**

Neill & Brown Global Logistics has implemented strict security controls, intrusion detection software and processes to alert us in the case of a potential or actual intrusion or our information systems. Neill & Brown Global Logistics has a Data Breach Notification Policy and an established Incident Response Team that will react immediately and execute a remediation plan in response to any unauthorised access to our information systems or databases. If any data security breach occurs and it may impact your personal information, you will be notified as soon as possible once the breach has been determined.

### **Forums, Blogs, Third Party Websites and Links**

Neill and Brown Global Logistics is only responsible for privacy practices of Neill & Brown Global Logistics and its websites. Neill & Brown Global Logistics website may contain links to other websites for additional information and convenience. Neill & Brown Global Logistics does not contract those other websites, endorse or make any representation about other websites, and is not responsible for the privacy practices of those other websites. Neill & Brown Global Logistics also operate accounts on social media platforms; these sites allow users to publish their own content. Any information posted on these sites becomes public, which means it could be read, collected or used by other users in any manner. Neill & Brown Global Logistics is not responsible for any Personal Information you choose to submit on such social media sites.

### **Vacancies Page and Apply for a Job with Neill & Brown Global Logistics**

If you browse or apply for a job in the Vacancies portion of our website, your application and any additional information that you provide may be used to assess your skills and interests against career opportunities at Neill & Brown Global Logistics. Neill & Brown Global Logistics may retain this information as may be required by applicable law.

### **Right to be forgotten**

Neill & Brown Global Logistics is committed to taking reasonable steps to ensure that any Personal Information requests to be forgotten can be erased with our existing technology and will be done so in a reasonable time of the request. However, this does not apply to information that you have made public by posting on our forums, blogs, or have made available to third parties by yourself, this is beyond the reach of what Neill & Brown Global Logistics can erase. Neill & Brown Global Logistics will do everything possible to erase your Personal Information if you withdraw your consent (opt out) from receiving information from us and request the right to be forgotten. However, Neill & Brown Global Logistics will not be able to erase all of your Personal Information if it is technically impossible due to limitations to existing technology, or for legal reasons.

### **Children's Privacy**

Neill & Brown Global Logistics will not knowingly collect Personal Information from any person that is not a legal adult, as defined by local law, without insisting that they seek prior parental consent. Neill & Brown Global Logistics does not target children in connection with its services and websites. In the event that Neill & Brown Global Logistics uses or discloses Personal Information of a person that is not a legal adult, Neill & Brown Global Logistics will seek parental consent pursuant to local laws and regulations in order to protect the person that is not a legal adult.

### **Changes to this Privacy Policy**

Neill and Brown Global Logistics is a progressive company and as such, our systems will mature and change as will this Data Privacy Policy. Changes to this Data Privacy Policy with the most recent revision date will be posted at [www.neillbrown.com](http://www.neillbrown.com). We will take steps to notify you of the material changes to this Data Privacy Policy by posting the changes on our website or contacting you by email.

### **Questions**

Neill & Brown Global Logistics is committed to responding to reasonable requests to review any of your Personal Information we may have and to amend, correct, or delete any inaccuracies. To have your information amended, corrected, or deleted, or if you have any questions that were not answered in this Data Privacy Policy, you can contact us at Neill & Brown Global Logistics, Overseas House, Livingstone Road, Hessle, East Yorkshire, HU13 0EG or email us at [privacy@neillbrown.com](mailto:privacy@neillbrown.com).