



## Global Go! Ltd. Syner-G Privacy Notice

### **Introduction and about Global Go!:**

At Global Go! Ltd. we gather and process personal information in accordance with this privacy notice and in compliance with the General Data Protection Regulations (subsequently referred to as GDPR). This notice provides you with the necessary information regarding your rights and our obligations, and it explains how, why, and when we process your personal data.

We process your personal information to meet our legal, statutory, and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice. Your personal information is incredibly important to us, and we have tried to make this notice as clear and transparent as possible, so you know how your data is processed and managed.

Global Go! Ltd.'s registered office is Six Hills Business Park, Fosse Way, Six Hills, Melton Mowbray, LE14 3PD and is a company registered in England and Wales under company number 05365266. We are registered on the Information Commissioner's Office Register; registration number ZA 090676, and act as the data processor when processing data passed to us upon request and in accordance with our requirements as a vehicle rental company.

This policy specifically relates to the use of the Syner-G platform and you should read this notice in full before you use it. If you object to any point in this notice, you should stop using the Syner-G platform immediately and contact us—see below your rights under data protection laws. When we refer to 'us', 'we' or 'our', we are referring to Global Go! Ltd. When we refer to 'yours' or 'you', we are referring to personal information we collect from anyone.

There is no obligation for you to provide us with personal information, but we cannot provide our services without it.

### **What information do we collect?**

The personal data that we collect from you is:

- Full name, date of birth, occupation and employer details, email address, residential and business address.
- Drivers licence details.
- Photograph of the individual taking custody, or handing back over custody to us, of a vehicle.
- Telephone numbers (home, mobile and business)
- Documents providing identification and confirmation of residential and business address.
- Credit / debit card details, and bank account details
- Insurance certificate and schedules in relation to the assets of Global Go!
- Vehicle telematics data: speed, asset behaviour, location

**Global Go! Limited**

tripark one, lichfield road industrial estate, tamworth, b79 7tb  
t: 01827 69797 | e: [www.global-go.co.uk](http://www.global-go.co.uk)

registered in england and wales company registration number 05365266  
vat registration number 855317417



## **Information that you collect and process; and obtaining consent.**

Whilst using Syner-G, you will process and input data into the platform relating to your business and your employees. You must have the consent from whoever's personal data it is to do this. If we process data given to us unlawfully, we cannot be held responsible.

As the provider of vehicles for your company car and commercial fleet we will need to contact your employees from time to time regarding, delivery, collection, servicing, vehicle recalls, MOTs and other matters relating to the safe operation of the vehicle. To ensure this is done in a compliant manner we would advise that this should be a contractual term as part of the agreement to provide a company car / commercial vehicle to the employee. We cannot be held accountable if this personal data is shared with us without this clause present.

## **How do we collect your data?**

We collect information in the following ways:

- Online application forms (via Jot Form)
- Website bookings (via Proweb and Prohire)
- Syner-G Asset Wellbeing App
- Telephone, e-mail and face to face conversations
- Physical and electronic rental agreements and check sheets
- Mobile phone data within vehicles. N.b. connecting your phone is entirely at your discretion and the deletion of your personal data is your responsibility.
- Asset behaviour and vehicle locality from telematics equipment installed in vehicles
- Information of our website use by the way of cookies.

## **How We Use Your Personal Data**

Global Go! Ltd. takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time.

The purposes and reasons for processing your personal data are detailed below:

- Global Go! Ltd. collects your personal data in the performance of a contract or to provide a service and to ensure that bookings are completed and can be sent out to your preferred address. The processing of the data allows us to fulfil our contractual obligation to you as a client.

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- Global Go! Ltd collect and store your personal data as part of our legal obligation for business accounting and tax purposes.
- Global Go! Ltd may occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests.
- Global Go! Ltd may collect your personal data in the form of feedback in order that we may make changes or improvements to our services.
- Global Go! Ltd gathers information from visitors to our website this helps us to personalise and continually improve your experience at Global Go! Ltd.

## Your Rights

You have the **right to access** any personal information that Global Go! Ltd. processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned.
- The recipients to whom the personal data has/will be disclosed.
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source.

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible (**the right to rectification**); unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure (**the right to be forgotten**) of your personal data or to restrict processing (**the right of restriction**) (where applicable) in accordance with the data protection laws as specified by GDPR, as well as to object to any direct marketing from us (**the right to withdraw consent**).

Where applicable, you have the right to have a copy of the data we hold of you (**the right to data portability**) and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we will ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure and your data is released to you only.

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## Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Global Go! Ltd. uses third parties to provide the below services and business functions; however, all processors and controllers acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, GDPR, and any other appropriate confidentiality and security measures.

The below Processors and Controllers are used by Global Go! Ltd and handle your personal data in accordance with GDPR and this privacy policy.

- Prohire Software Systems Ltd. – rental software & data hosting
- Proposify Inc. – business proposal software
- JotForm Inc. – online business form software
- Sage (UK) Ltd. – business accounting software
- Paymentsense Ltd – payment merchant services
- Zoho Corporation PVT Ltd.– customer relationship management
- Data Productions Ltd. – cloud & email hosting services
- Cantrack Global Ltd. – vehicle telematics
- Business Watch UK Fire & Security Ltd. – security cameras & alarm systems
- Licence Check Limited – provision of screening drivers licences.
- Snap Creative Ltd – provision of maintaining and developing Syner-G
- Digital Ocean LLC (London) – data hosting of Syner-G
- Un-specified service agents – For the purpose of providing service, maintenance, repair and vehicle recovery services

## Safeguarding Measures

Global Go! Ltd takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure, or destruction and have several layers of security measures in place. In line with our Security Policy, our Privacy notice is reviewed every 3 months. All of our data is held within the EU.

## Consequences of Not Providing Your Data

As previously stated in the policy, you are not obligated to provide your personal information to Global Go! Ltd, however, as this information is required to provide you with our service and for legitimate interests, we will not be able to offer our services without it.

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## How Long We Keep Your Data

Global Go! Ltd only retains personal information for as long as is required by law and required for the safeguarding of yourself and Global Go! Ltd. We are required under UK tax law to keep your personal data for 6 years after which time it will be destroyed. Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

## Marketing Consent

Occasionally, Global Go! Ltd would like to contact you with the products/services/promotions that we provide. If you consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt- out/unsubscribe options or by contacting Global Go! Ltd directly. Our rental agreements & other documents relating to business transacted include a consent notice, which is unambiguous and informed. If you would like a separate copy of our notice, this can be provided on request.

## Lodging a Complaint

Global Go! Ltd will only processes your personal information in compliance with this privacy notice and in accordance with GDPR. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, please write in the first instance to the appropriate person detailed below. If you are still dissatisfied then you have the right to lodge a complaint with the Information Commissioners Office at Wycliffe House, Water Ln, Wilmslow SK9 5AF.

Fleet Department  
Global Go! Ltd  
Global House  
Saville Road  
Peterborough  
PE3 7PR  
[fleet@global-go.co.uk](mailto:fleet@global-go.co.uk)  
01733 771177

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