



Privacy Policy

This document explains our approach to privacy on Truckcom's websites and our App and how it affects you.

Short version

If you use this website, we collect anonymous statistics about your visit, like which of our pages you viewed.

- If you use our App we may be able to access some of your device data depending on the permissions you've granted to us. The only data we use is directly related to the functioning of our App
- Some third parties like Facebook and Twitter may know you visited this website, if you use their services. We can't control them but we don't believe this knowledge poses any threat to you.
- If you sign up with us we take great care to keep your information safe. We never share sign up data such as names and email addresses with third parties.

These are just the key points. If you need detail, keep reading.

Using our Mobile App

If you use our App, depending on the device permissions you have granted to it, it may be able to access phonebook/contact data, location data, camera data, and data about how much mobile data our app is using. The following data is stored on our servers and is accessible to non-mobile Truckcom users within your organisation or granted access by your organisation:

- Pictures, scans and signatures that you record or take inside our App
- Data usage figures (but only for the Truckcom App)
- Your geographical location (but only when you're logged on to Truckcom)

We collect this data to allow us to provide our contractual services to businesses. Details of the permissions we have access to can be found under the permissions section on the play store or app store. Any data collected will only be available to each individual organisation and Truckcom for the purposes of debugging and assistance, data will not be shared with any third parties. Any data subjects may withdraw their consent at any time and the controller should ensure this right is freely available.

Using Our Web Application (TruckcomST)

If you use our web application you may enter personal data related to employees or drivers such as names, telephone numbers, images etc. If a data subject requests any of their rights under the GDPR, it is your responsibility to take action, not Truckcom's. We will not share any data with anybody outside your organisation. Truckcom does not participate in any automated decision making unless set up by the controller.



Measuring our visitors

We measure visitors to our websites using Google Analytics. This records what pages you view within our sites, how you arrived at our site and some basic information about your computer. All of that information is anonymous – so we don't know who you are; just that somebody visited our site.

The information we collect from analytics helps us understand what parts of our sites are doing well, how people arrive at our site and so on. Like most websites, we use this information to make our website better.

You can learn more about Google Analytics [here](#)

If you sign up for a service

When you sign up for any of our services – paid or otherwise – we will record specific personal information about you, such as your name and email address.

We will also collect and store information about your use of our services so as to improve them. For example, we keep a log of what features are being used at any time.

We also log account and transaction history for accounting purposes, and to monitor our business activities.

Emails

We may send you email notifications regarding your service (such as invoices) or which you have specifically requested (such as newsletters or notifications when a support task is completed). You have the ability to opt out of any of this communication at any time.

We will **never** provide your personal information to any third parties.

Online payment

We do not collect payments electronically on any of our websites.

Security

Truckcom take many precautions to prevent the loss, misuse or alteration of your personal information. These precautions include:

- Hardware stored in secured datacentres behind firewalls
- All access to information restricted by password and/or secure key
- Restrictions to what information can be accessed via any location

Whilst we take great care to ensure any confidential information remains protected we cannot guarantee the security of data sent over the Internet.

You are responsible for keeping your password and user details confidential. Account details will not be provided by telephone or to any unauthorised individual.

Any questions?

If you have any questions about this privacy policy or your personal data, please



write to us by email to helpdesk@truckcom.co.uk or by post to Truckcom Systems Limited, Suite 3, Thremhall Estates, Bishops Stortford CM22 7TD, United Kingdom.

If you have any complaints regarding Truckcom or our practices related to data processing you may lodge a complaint with a supervisory authority.