

Data Protection Notice

As you may have heard, businesses in (or dealing with) the EU are subject to new data protection laws called GDPR (The General Data Protection Regulation).

The primary purpose of this is to give you, as a private individual, more rights over your data and information, as well as ensuring that everyone handling or processing your information does so with the utmost security.

The following should help you understand how we obtained, store and use your data, as well as your rights.

Feel free to use the clickable menu below to navigate this document.

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How did you receive my data?

We are initially in receipt of your data based upon one of the following:

- The consent you provided upon completing an online enquiry on our website
- The consent you provided upon completing an online enquiry with a comparison site or online lead prover
- The consent you provided verbally or in writing upon contacting Pearson by phone or email
- The consent you provided to a service partner who has contracted Pearson to undertake services on your behalf

Should you wish to obtain the full details of how and from whom we have collected your data, we are more than happy to provide this. The full details on how to make a personal data enquiry are at the end of this notice.

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Why do you have my data?

Pearson Home Moving is a company specializing in high quality international moving services. Your submitted data is stored and used by us for the sole purpose of providing you with services related to an international move.

Initially you may have been looking for a quotation for an international move, and the data in question is used by us to formulate a quotation and email it to you. We may also use your email and phone number to contact you to gather further details relevant to constructing your quotation.

In certain circumstances, we may have been provided with your data by another agent or company in order to perform a moving service on their behalf, where you are their client. If this is the case, you will have been notified by the agent or company that your details may have been passed to us. If not, we can provide you with full details on how to make an enquiry into this.

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What data do you have?

The initial data held will solely be what has been submitted with your consent and will be limited to:

- Name
- Phone Number
- Email Address
- Origin Address
- Delivery Address
- Inventory of items moving
- Descriptions of addresses/items
- Further requirements of the service you are seeking

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Do you need any sensitive data?

When entering into a contract with Pearson, we may ask for additional sensitive data in order to fulfil your contract. This data could include, but may not be limited to:

- Card Details
- Copies of Passports
- Copies of Visas
- Copies of Residency Permits
- Copies of Work Permits

These things can be a necessity for many international moving services as we will need to prove things such as nationality or residency.

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Will you share my data with anyone else?

We will not share your data with any other business without your consent unless required in order to fulfil a contract that you have entered into with us.

During the fulfilment of your contract, it may be necessary to forward data to other parties in order to facilitate certain services. This could include, but not limited to:

- Booking parking permits
- Organizing shuttle vehicles
- Arranging surveys
- Clearing Customs
- Purchasing packing materials

During the fulfilment of your contract, it may also be necessary to transmit your data to countries outside of the European Union to facilitate the clearance of customs, legal checks and performance of contracted services.

We always ensure all of the necessary safeguards are in place with whomever we share your data with and can provide you with full details of the organizations and businesses in advance of doing so.

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How long will you keep my data?

We may need to store and use your data for a period of time beyond what you may expect. After an allotted time, all of your data will be erased; however the below should explain how we determine this and how long we will store it before erasure.

If you haven't entered into a contract with Pearson, we will retain all submitted data until it is deemed that you are no longer a pending enquiry looking to enter into a contract. This will be determined by the following criteria:

- Direct contact by you, stating that you are no longer interested or have booked another provider
- Inability to communicate with you after your proposed move date

In both cases, all your data will be erased within 1 calendar month of meeting either criterion, with the exception of you agreeing to a survey. Should you opt to have a survey, we must retain your data in the same way we must for a contracted client, outlined below.

If you have entered into a contract with Pearson, your data will be retained until completion of the contract or until it is no longer required to fulfil legal/auditory obligations set out by HMRC or one of our governing bodies. The following sets out the period for which this data will be retained:

- Sensitive data such as passports/visas will be stored up until completion of your contract
- Non sensitive data required for auditing and accounting in line with HMRC and governing bodies will be stored for 6 years

In both cases, all your data will be erased within 1 calendar month of meeting either criterion.

Please note, although we may request card details in order to process payments; we do not retain this information.

No sensitive data is ever collected or retained unless contracting our services.

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What about other services I may not be aware of?

There may be occasions when we believe you may benefit from the use of a third party service we are affiliated with. If this is the case, it will be discussed with you and your written/verbal consent will be obtained prior to sharing your details.

Services that we may offer you include, but are not limited to:

- Foreign Currency Exchange; as moving abroad you may wish to transfer a considerable amount of money
- Video Surveying; as you may prefer this to someone visiting personally

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What are my rights?

You have a number of rights concerning the storage and use of your data, some of them existing, some of them new.

The following lists all of your rights concerning your data:

- **The Right of Access:**
If at any point you wish to see a copy of the data we hold on you, details of how we use and store your data, or receive further details regarding your rights, you need only request this from us. We will provide full details at the end of this notice on how to go about this.
- **The Right to Rectification:**
If any data we hold regarding you is incorrect, you may request a correction to your data at any time.
- **The Right to Restrict Processing and The Right to Object:**
You may also request that we cease processing your data at any time or to object to our continued use of your data. This does not affect any processing that has been carried out prior to your request being received.
- **The Right to Data Portability:**
You also have the right to request that we transmit all or any data we hold regarding you to a third party in a commonly used electronic format.
- **The Right to Erasure (aka The Right to Be Forgotten):**
You also have the right to request that we delete any or all personal data Pearson Home Moving holds on you at any time. The only reason we would not carry out this request is if it would result in us being in breach of other legal or regulatory obligations we have, but we would always inform you at the time were this the case.

It is important to state that all use of your data is based upon your consent to its usage and also the necessity of its usage in order to fulfil a contract entered into by you. You have the right to withdraw this consent at any point. Should you choose to do so, please contact us immediately with your request. This wouldn't affect any use of your data carried out up until that point, but would have immediate effect from when we receive your request.

It is also important to note that certain data is required in order to fulfil the contract, and restricting your consent to its usage, may result in the cancellation of your move as a result of your own action and not Pearson.

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How do I make a request or rightful demand concerning my data?

Pearson Home Moving understands the sensitivity of your data and the necessity to respond rapidly to any request or demand; therefore we have set up a dedicated email address for this. Any request or demand regarding your data should be sent to:

Email:

data@pearson-movers.com

We also appreciate the need to not overcomplicate the process; therefore should you simply wish to tell your Move Manager by phone or email, you can do so and this will be flagged for action by the data team immediately.

In addition to this you can also call or write to us using the following details:

Telephone:

+44 (0)1827 873 773

Address:

E. PEARSON & SONS (Teesside) Limited,
The Courtyard,
Bodysmoor Green Farm,
Coventry Road,
Kingsbury,
Warwickshire,
United Kingdom,
B78 2DZ

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How do I make a complaint?

If for any reason you are unhappy with our use of your data and wish to lodge a complaint, you can contact the Information Commissioner's Office as the supervisory authority within the UK.

You can do so using their website at www.ico.org.uk by clicking the "Report a concern" link and then following the steps found on the page.

In addition you can call them on the following numbers:

UK: 0303 123 1113

Outside the UK: +44 1625 545 700

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