

Privacy Statement

ARI Fleet UK is committed to protecting and respecting your privacy.

This Privacy Statement explains how, when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Privacy Statement from time to time so please check this page or our website occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Privacy Statement.

Any questions regarding this Privacy Statement and our privacy policies should be sent by email to DPO@arifleet.co.uk or by writing to ARI Fleet UK, Methuen Park, Chippenham, Wiltshire SN14 0GX.

Who are we?

ARI Fleet UK was founded in 1987 and is now one of the largest independent vehicle management companies in the UK. ARI was formed in 1948 by the Holman Automotive Group; we have grown into the largest privately held vehicle fleet management company in the world and a market leader in the UK. Based on family values with a passion for customer service and satisfaction, Holman's mission is "to provide the industry's best automotive related services by earning the loyalty and exceeding the expectations of each and every customer."

With a global workforce of more than 2,800 skilled professionals in offices throughout North America, the UK, Europe and Hong Kong, ARI is known and trusted across the globe. We manage more than one million vehicles in North America, the UK and Europe, and combined with our global associates, more than two million fleet vehicles worldwide

From its purpose built facility in Chippenham, ARI Fleet UK delivers unrivalled scope of services to clients through a unique blend of professional and technical expertise. ARI Fleet UK operates 24 hours a day, 365 days a year and is part of the global business managing over two million vehicles. There are 150 employees based at the Chippenham HQ covering the full cycle of Fleet management services including vehicle acquisition and disposal, maintenance of vehicles (cars and commercial vehicles), compliance, and Accident and risk management.

How do we collect information from you?

We obtain information direct from our clients and from the data subjects (client's employees) via our ARI Insights email or through recorded calls to our call centre. The majority of this data is processed under the performance of the contract with our client or in the case of the Riskmaster program through explicit consent.

It may be necessary to process data of third parties through our Accident Management process on the basis of legitimate interest in order to establish the liability and quantum as part of the claim process.

What type of information is collected from you?

The personal information we may collect might include:

- Driver licence details
- Personal contact details
- Employee details and other related records

CATEGORIES OF DATA SUBJECT:

- Driver
- Drivers family
- Drivers line manager
- Witnesses
- Passengers
- Third Parties

How is your information used?

We may use your information to provide the following services:

- Accident Management
- Commercial Vehicle Management
- Data Integration
- Risk Management
- Fleet Administration
- Fringe (BIK and Mileage capture)
- Licence Distribution
- Rental Management
- Roadside assistance
- Telematics
- Maintenance Management
- Tyre Management
- Vehicle Acquisitions
- Vehicle Remarketing
- Violations

How long is your information kept?

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the mandates for Riskmaster Program are held for 7 years).

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract we hold with you or which governs your data, e.g. a contract with your employer.

Who has access to your information?

We will not sell your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We may pass your information to our third party service providers or subcontractors for the purposes of completing tasks and providing services to you on our behalf (for example to process accident management claims or for vehicle hire/collection). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires our subcontractors to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond this unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Your choices

We will not contact you for marketing purposes by email, phone or text message unless you or your employer has given prior consent.

If you no longer work for our contracted client or wish to withdraw consent from our Riskmaster program this can be done by contacting the RiskMaster team enquiries@riskmaster.co.uk or Data Protection Officer DPO@arifleet.co.uk

If you wish to make a complaint or report a concern regarding the handling of your personal data you may do so by contacting DPO@arifleet.co.uk or through the Information Commissioners Office [information Commissioners office](#).

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you via our Insights platform. In the meantime, if the data we hold about you is inaccurate contact your employer, account manager or if you wish to make a Subject Access Request this can be done by emailing DPO@arifleet.co.uk

Transferring your information outside of Europe

As part of the services offered to you, the information which you provide to us may be transferred to our parent company in USA : Automotive Rentals, Inc., t/a ARI, a New Jersey, US corporation and affiliate of ARI ("ARI US") under our Data Transfer Agreement containing the EU Model Contractual Clauses.

Security precautions in place to protect the loss, misuse or alteration of your information

The security of your personal information is important to us. ARI is certified to ISO 27001 in US, Canada and UK.

We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once we receive it, these standards include the use of encryption. If you have any questions about security on our web site, you can contact us at infosec@arifleet.com.

Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Use of 'cookies'

This website uses cookies to store information within your web browser. Where possible we avoid storing any sensitive or tracking information in these cookies. No personally identifiable information is stored in these cookies. All of the information collected by these cookies is kept within ARI; We do not disclose any of this information, pass or sell it to third parties.

In accordance with the EU Cookie Directive, we provide information about how we use these cookies. Where possible, we also provide the means to control whether these cookies are stored. Ironically the mechanism used to control cookie usage has to use a cookie to remember your preference.

Browser Settings

Any cookies generated by this website may be safely blocked or deleted using your web browser settings, but this may impact the performance, functionality and services provided by this website.

Categories of cookies

We have sorted the cookies used on this website into three categories.

(1) Strictly necessary

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies the services you have asked for, such as shopping baskets or electronic billing, cannot be provided.

(2) Performance

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works

(3) Functionality

These cookies allow the website to remember choices you make such as your username, language or the region you are in and provide enhanced, more personal features. For instance, a website may be able to provide you with local weather reports or traffic news by storing, in a cookie, the region in which you are currently located. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages you can customize. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymized and they cannot track your browsing activity on other websites.

You can control whether or not these cookies are used, but preventing them may mean we can't offer you some services, and will reduce the support we can offer you. It's also possible that preventing these cookies stops us remembering that you didn't want a specific service.

How to delete cookies

To delete cookies please refer to your browser help page.

Links to Other Web Sites

Our Site includes links to other Web sites whose privacy practices may differ from those of ARI. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any Web site you visit.

Review of this Privacy Statement

We keep this Privacy Statement under regular review. This Privacy Statement was last updated in May 2018.

Contact Information

You can contact us by writing at the address below:

ARI
4001 Leadenhall Road
Mount Laurel NJ 08054
USA

Or at the following address:

Data Protection Officer
ARI Fleet UK
Methuen Park
Chippenham, Wiltshire SN14 0GX

Or emailing: DPO@arifleet.co.uk

For data protection legislation, you always retain the right to contact the Information Commissioner's Office (the ICO). The following is a direct link to the ICO website page entitled "Report a Concern": <https://ico.org.uk/concerns/>