

Privacy Policy

Last updated: 16-1-2026

This Privacy Policy explains how **Spring (Europe) Ltd** (“we”, “us”, “our”) collects, uses, stores and protects personal data when you use our website and vehicle tracking system (the “Service”).

We are committed to protecting your privacy and handling your data transparently in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Data Controller and Processor:

Spring Europe Ltd

Registered address: Units 9 & 14 April Court, Sybron Way, Crowborough, East Sussex TN6 3DZ

Email: enquiries@springltd.co

Telephone: 01892 662 078

For the purposes of data protection law, we act as both a **Data Controller** (deciding how and why data is used) and a **Data Processor** (processing data on behalf of customers where applicable).

2. What Data We Collect

We collect and process the following categories of personal data:

Website User Data

- Forename
- Surname
- Email address
- Employer name

Device and Tracking Data

- GPS location data from devices installed in vehicles
- Time and date stamps
- Device identifiers
- Journey and movement data

This data may relate to drivers, employees, contractors, or other authorised users of the system.

3. How We Collect Data

We collect data when:

- Users create or manage a profile on our website
- A tracking device installed in a vehicle transmits GPS information
- Users interact with the platform

Some data is collected automatically via the tracking hardware and software.

4. Why We Use Your Data (Lawful Basis)

Under UK GDPR, we must have a lawful basis for processing your data. We rely on the following:

- **Contractual necessity** – to provide our tracking and account management services
- **Legitimate interests** – for fleet management, security, system performance, and operational efficiency
- **Legal obligation** – where we must comply with law enforcement or regulatory requirements
- **Consent** – where required for specific optional features

Tracking is used solely for legitimate operational and business purposes and not for unrelated surveillance.

5. How We Use Your Data

We use personal data to:

- Create and manage user accounts
- Operate and maintain the tracking system
- Display vehicle locations and history
- Improve service functionality
- Provide customer support
- Maintain security and prevent misuse
- Comply with legal obligations

We do not sell personal data to third parties.

6. GPS Tracking and Monitoring

Our devices collect real-time GPS location data from vehicles. This may include:

- Current location
- Route history
- Time and duration of journeys

Vehicle owners and employers are responsible for ensuring that drivers and users are informed that tracking is taking place and that it is used lawfully and proportionately.

7. Data Retention

We retain personal and tracking data for **12 months**, after which it is securely deleted or anonymised unless:

- Longer retention is required by law, or
- It is needed to resolve disputes or enforce agreements

Account data may be retained for administrative purposes after service termination where legally required.

8. Who We Share Data With

We may share data with:

- Hosting and infrastructure providers
- Technical service partners
- Legal or regulatory authorities where required

All third parties are required to process data securely and lawfully in accordance with UK GDPR.

We do not transfer data outside the UK unless adequate safeguards are in place.

9. Data Security

We use appropriate technical and organisational measures to protect data, including:

- Encryption
- Access controls
- Secure servers
- Monitoring and auditing

However, no system is completely secure, and we cannot guarantee absolute security.

10. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request erasure (“right to be forgotten”)
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent (where applicable)

To exercise your rights, contact: enquiries@springltd.co

11. Complaints

If you are unhappy with how we handle your data, you have the right to complain to the UK Information Commissioner’s Office (ICO):

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

We encourage you to contact us first so we can resolve any concerns.

12. Cookies and Website Tracking

Our website may use cookies and similar technologies for functionality and performance. Full cookie details are available in our Cookie Policy [link if applicable].

13. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website and shows the last updated date at the top.

14. Contact Us

If you have questions about this Privacy Policy or your data, contact:

Spring (Europe) Ltd

Email: enquiries@springltd.co Address: Units 9 & 14 April Court, Sybron Way,
Crowborough, East Sussex TN6 3DZ