

Privacy policy

The controller of the personal data of the website **elerent.ee** is **Eleport OÜ** (registry code 14053046), Tallinn, 13425, Sõpruse pst 145, phone +372 58 200 114, e-mail rent@eleport.ee.

What type of personal data is processed?

- Name, telephone number and e-mail address.
- The address of the delivery and invoice details for the service and goods.
- An electronic copy of an identification document (id, passport, etc.)
- An electronic copy of your driver license
- Bank account and/or bank card number.
- Cost of goods and services and data related to payments (purchase history).
- Customer support data.

All our cars are equipped with GPS trackers which are used to prevent any criminal acts on the vehicles, enhance your customer experience and journey enable the execution of Check-out and Check-in services.

For what purpose personal data are processed

Personal data is used to manage customer reservations and services and for marketing purposes.

Purchase history data (date of purchase, item, quantity, customer data) are used to compile an overview of purchased goods and services and analyze customer preferences

The bank account and bank card number are used to return payments to the customer or to make payments.

Personal data such as e-mail, telephone number and customer name are processed to resolve issues related to the provision of goods and services (customer support).

The IP-address or other network identifiers of the user of the webpage(s) are processed for the provision of the webpage as an information society service and for the production of web usage statistics.

Legal basis

The processing of personal data is carried out for the purpose of performing the contract concluded with the client.

The processing of personal data is carried out in order to fulfil a legal obligation (e.g. accounting and settlement of consumer disputes).

Recipients to whom personal data are transferred

Personal data are transmitted to the customer support of the website for managing reservations and purchase history and solving customer problems (employees of Eleport OÜ). Name, telephone number and customer delivery address shall be communicated to the couriers delivering the cars.

Personal data necessary for making payments are transmitted to the authorized processor Bank card payments, which provides the payment service to Eleport OÜ.

Personal data may be transferred to IT, advertising service providers if this is necessary to ensure the functionality of the webpage or data hosting.

Security and data access

Personal data are stored on Servers in Amazon Web Services located in the territory of a Member State of the European Union or countries that have joined the European Economic Area. Data may be transferred to countries whose level of data protection has been assessed as adequate by the European Commission and to US companies that have joined the *Privacy Shield* framework.

The credit card details are not stored on our servers but securely transferred *Stripe* a specialized payment service which saves and manages credit card details safely.

Access to personal data is available to the employees of Eleport OÜ, who can access the personal data in order to resolve technical issues related to the use of the online store and to provide customer support services.

The Webpage implements appropriate physical, organizational and IT security measures to protect personal data against accidental or unlawful destruction, loss, alteration or unauthorized access and disclosure.

The transfer of personal data to the authorized processors of the webpage is carried out on the basis of contracts concluded with the online store and the processors. Processors are obliged to ensure appropriate safeguards for the processing of personal data.

Access to and rectification of personal data

Personal data can be accessed and corrected in the user profile of the webpage. If the reservation has been made without a user account, the personal data can be accessed via client support.

Withdrawal of consent

If the processing of personal data is carried out on the basis of the customer's consent, the customer has the right to withdraw the consent by notifying customer support by e-mail rent@eleport.ee.

Retention

Upon closing the customer account of the webpage, personal data will be deleted, unless it is necessary to store such data for accounting purposes or for the settlement of consumer disputes.

If a reservation has been made on the webpage without a customer account, the customer reservation history is retained for three years.

In the case of disputes relating to payments and consumer disputes, personal data shall be retained until the claim is fulfilled or until the expiry of the limitation period.

Personal data necessary for accounting purposes are stored for seven years.

Delete

To delete personal data, you must contact customer support by e-mail. Requests for erasure shall be answered no later than within one month and the period of erasure shall be specified.

To delete a loyalty account in the webpage, you must also contact customer support by e-mail. The application may take 1 month to be fulfilled.

Transfer

Requests for the transfer of personal data submitted by e-mail shall be answered within one month time. Customer support identifies and informs about personal data that is subject to transfer.

Direct marketing communications

An e-mail address is used to send direct marketing messages (newsletters) if the customer has given their consent. If the customer does not wish to receive direct marketing messages, you must press the button in the footer of the e-mail message to remove the person from the direct marketing list.

Settlement of disputes

Disputes related to the processing of personal data are resolved through customer support (rent@eleport.ee). The supervisory authority is the Estonian Data Protection Inspectorate (info@aki.ee).

TERMS AND CONDITIONS OF USE OF COOKIES

Cookies are used on the page to work and provide the service of the Elerent webpage.

What is a cookie?

A cookie is a record created by a Web server and stored on a user's storage device that a Web server turns to facilitate further communication. Each website can send a cookie to the user's web browser if their browser preferences allow it. Many websites do this to track web traffic every time a user visits their website.

What cookies do we use?

We use cookies that are essential for the provision of our service and the use of the webpage.

These cookies make it possible to use the website, such as navigation and access to secure areas.

- If the visitor does not accept these cookies, the Services may not be available and some of them we cannot provide, such as not being able to access secure areas of our website or make online payments.
- Such cookies do not collect data about the user that could be used for marketing purposes or to remember places visited by the user on the Internet.

We use cookies for statistical purposes.

These cookies help to understand how visitors behave on the site by collecting and storing data anonymously. For example, Google Analytics, which is the most widely used web analytics service on the Internet.

How do I change my cookie settings?

- Cookie settings can be changed from your browser, please visit the website www.allaboutcookies.org for more information;
- It is not possible to use the Elerent website without the essential cookies necessary to ensure security requirements or to provide the service.

Modified on 13.08.2021