

# OUR EMAILS AND YOU

We want our customer emails to offer relevant and useful information and make our service better. This page explains what emails we send to you and why – we hope you like them!

If you want to stop receiving them, you can opt out at any time by clicking the unsubscribe link on the footer of any of our emails.

## TRANSACTIONAL EMAILS

When you provide us with information to process a quote we will also collect your email address. We use this to send helpful transactional emails about your quote, and if you choose to use us, your booking. If you choose to use our services, we will also ask you for mobile number(s) to enable the Transport Partner to confirm your moving day details. We process your data and send these emails on the basis that we have a Legitimate Interest in helping you with our services. Examples of the transactional emails/SMS we may send include:

- **An initial quote email** – this provides you with a link that ‘saves’ your quote details
- **A follow-up quote email** – asking if we can help you with any questions about your quote

Then, if you choose to use us, we will send booking related emails. Examples of the booking emails/SMS we may send include:

- **A booking email** – confirming successful payment and confirmation of your move date
- **A job info email** – containing information about your transport partner
- **Transport Partner SMS** – providing information about the arrival time
- **A feedback request email** – asking you to rate our services

Note that if you have chosen to use us you cannot opt out of booking emails, as they are essential to managing your booking and making sure everything goes smoothly!

## OTHER EMAILS ABOUT OUR SERVICES

If you use VYS Removals or provide us with information to process a quote, we may also use your email to send information about similar VYS Removals services, features, and promotions that we think will be of interest and relevance to you based on what you initially asked us to help you with. We send these emails on the basis that we have a Legitimate Interest in helping you with our services. You can opt out of receiving these emails by sending an email to [Info@vysremovals.com](mailto:Info@vysremovals.com)

or by clicking 'unsubscribe' on any of the emails received. Examples of the types of emails/SMS we send include:

- **Updates on new features on our website** – for example, the launch of a new app or business products that are of potential interest
- **Promotions and discounts for delivery and removal services** – for example, 10% discount for students
- **Tips and guides relating to a service you purchased** – for example, a home improvement guide if you recently used us for a Removal

## EMAILING YOU OFFERS FROM OTHER BRANDS

We will not send you promotions or offers from 3rd party brands.

## 'LEGITIMATE INTERESTS' ARE THE BASIS FOR OUR DATA PROCESSING

“Legitimate Interests” means the interests of our company in conducting and managing our business to enable us to give you the best service/products and the best and most secure experience.

For example, we have an interest in making sure our marketing is relevant to you, so we may process your information to send you marketing that is tailored to your interests. It can also apply to processing that is in your interests as well. For example, we may process your information to protect you against fraud when transacting on our website, and to ensure our websites and systems are secure. When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws.

Our legitimate business interests do not automatically override your interests – we will not use your Personal Data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).