



## PEACE OF MIND

<p><b>Privacy</b></p>	<ul style="list-style-type: none"> <li>• <b>Your personal data</b> is held securely in strict accordance with the DPA (Data Protection Act).</li> <li>• <b>As a sender</b> your personal contact details are <b>never</b> seen by anyone. (except if you choose tel offers)</li> </ul>
<p><b>You're In Control</b></p>	<ul style="list-style-type: none"> <li>• Both senders &amp; carriers are <b>rated</b>. Check the rating of every carrier who makes you an offer.</li> <li>• <b>Read</b> each carrier's profile, including their rating, payment they accept, vehicle types etc before deciding to talk to them.</li> <li>• <b>Talk</b> to any carriers you want. <b>Ask</b> about their service and details (landline number, address, vehicle they drive, etc).</li> <li>• <b>If</b> you want, call them on both mobile &amp; landline numbers.</li> <li>• <b>Businesses Only</b>. If you feel your item needs it, you can restrict your item so only businesses (eg couriers) can make you offers.</li> <li>• <b>Telephone Offers</b>. If it's urgent, you can have carriers call you right away with telephone offers.</li> <li>• <b>Meeting &amp; common sense</b>. You can choose where to meet, and, as with many things, finally, it boils down to your common sense and feeling after reading and talking to each carrier.</li> </ul>
<p><b>Identity Checks</b></p>	<ul style="list-style-type: none"> <li>• <b>CRB checks</b>. Every carrier joining the service agrees to spot CRB (Criminal Record Bureau) checks. Any carrier refusing a CRB check or with adverse results will be banned. We carry these spot checks out on a frequent basis.</li> <li>• A wealth of <b>personal data</b> on each carrier (driving licence, addresses, payment etc) is created when they join, giving a comprehensive identity trail.</li> <li>• Every carrier has <b>paid us online</b>.</li> <li>• Unlike many companies, the person turning up to meet you will be the person you are paying &amp; rating. So they will be inclined to treat your item with <b>respect</b>.</li> <li>• <b>Sign for It!</b> Always use the printable pick up &amp; delivery forms to get proof of each other's signatures. (see User Guides)</li> </ul>

We hope this has been useful for you. If so, please use this service again, and tell your friends!

If you have any comments, please go to Tell Us on the homepage – we want any and all feedback, about the site, the service, how we can improve, any stories you think may be newsworthy for us etc.