

H&L Self-Storage Ltd Privacy Policy

This privacy policy will explain how our company collects and uses the personal data you provide to us through our website www.handselfstorage.co.uk, our contact page info@handselfstorage.co.uk and as a customer of H&L Self-Storage Ltd.

Topics:

- What data do we collect?
- How do we collect your data?
- How we will use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What type of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- How to contact us
- How to contact the appropriate authorities
- CCTV

What data do we collect?

When you request a storage price, become a customer or communicate with us through our website we will collect the following information from you:

Personal identification information – name, email address, phone number and home address.

When moving in to our storage facility we will ask for additional information such as date of birth a PIN number to allow you access into the facility and bank details for setting up a recurring payment (we do not save your banking information). We will also ask for you to provide two forms of identification this is so we can identify you and keep proof on record that the information given by you matches your photo identity provided.

How do we collect your data?

You directly provide H&L Self-Storage Ltd with the data we collect when you:

Use, view or contact us through our website via your browser's cookies.

Register for a storage unit.

Voluntarily complete a customer survey feedback form.

How will we use your data?

H&L Self-Storage collects your data so that we can:

Manage your account

Email you with updates or changes.

Provide you with an online price.

Contact you by telephone in order to discuss the price.

Provide you with additional information about the storage unit you enquired about.

Email you your monthly invoices and process any refunds due.

How do we store your data?

If you move your belongings in to one of our self-storage units, we will keep your personal data for the entire period you are a customer. Once you move out of our storage facility, we will retain your details for up to seven years. All personal data held is securely stored on site.

Marketing

We may send you information about products and services that we think you may like.

If you have agreed to receive marketing you may always opt out at a later date.

What are your data protection rights?

H&L Self-Storage would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access the personal data we hold about you.

The right to rectification, including to require us to correct any information you believe is inaccurate.

The right to request that we erase your personal data, under certain conditions.

The right to restrict or object to the processing of your personal data, under certain conditions.

The right to request us to transfer the data we have collected to another organisation, or directly to you, under certain conditions.

If you would like to request any of these rights, please contact us at our email:

info@handlselfstorage.co.uk or phone us on: 01928 620332

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

How do we use cookies?

H&L Self-Storage uses cookies in a range of ways to improve your experience on our website, including; understanding how you use our website.

What type of cookies do we use?

There are a number of different types of cookies, however, our website uses:

Functionality – We use these cookies so that we recognise you on our website and your previously selected preferences.

Advertising – We use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address.

How to manage cookies

You can set your browser not to accept all cookies and how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our privacy policy applies only to our website, so if you click on another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review and place any updates on this page.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: info@handselfstorage.co.uk

Phone: 01928 620332

Write to us: H&L Self-Storage Ltd

Unit 6, Ashville Industrial Estate

Ashville Way

Runcorn

WA7 3EZ

CCTV

We have CCTV installed on our storage premises covering both internal and external areas of the building including the car park. This is for the purpose of staff and public safety, building security, crime prevention/detection and for the security of our premises and our customers' possessions.

We have monitors in our reception which relay CCTV from around the storage facility. These monitors can be viewed by anyone in the store reception area. The images captured on the CCTV will not be kept for longer than necessary and is automatically overwritten. On occasions images may be kept for longer, for example when an incident is being investigated. You have the right to view CCTV images of yourself.

We operate CCTV in accordance with ICO guidelines.