

PRIVACY & DATA PROTECTION (GDPR) NOTICE

This notice explains how Delivery Solutions (Delsol) Limited ("Delsol", "we", "us") collects, uses and protects personal data when you open or manage an account, use our services, receive a delivery, contact us or deal with us in a business capacity. Delsol is the data controller for the personal data covered by this notice.

1. WHO TO CONTACT

For any privacy or data protection query, request or complaint, contact:
caernarfon@deliversolutions.uk.com

Registered Office: Bryn Warehouse, Griffiths Crossing, Caernarfon, Gwynedd LL55 1TU.

2. INFORMATION WE MAY COLLECT

We only collect information that is reasonably needed to run our business and provide our services. This may include:

- Name, job title, employer and business contact details;
- Account, billing, payment and credit-control information;
- Collection and delivery addresses, contact details, booking and consignment information;
- Proof-of-delivery and operational records, including signatures, names, photographs, scans and tracking records where applicable;
- Emails, telephone notes, enquiries, complaints and claims; and
- Business marketing preferences and records of communications.

We may receive this information directly from you, from senders or consignees, from our delivery and network partners, or from legitimate publicly available business sources.

3. HOW WE USE PERSONAL DATA

- To open, administer and manage customer accounts;
- To quote, book, collect, transport, store and deliver goods and provide related logistics services;
- To communicate with customers, senders, consignees and suppliers;
- To invoice, process payments, maintain accounts and carry out credit control;
- To investigate delivery issues, complaints, claims, fraud, misuse or disputes;
- To meet legal, tax, customs, regulatory and network requirements; and
- To send relevant B2B information about Delsol services where permitted by law.

4. OUR LAWFUL BASIS

Depending on the purpose, we process personal data because it is necessary to perform or arrange a contract, comply with a legal obligation, or pursue Delsol's legitimate business interests. Those legitimate interests include operating and improving our services, protecting the business, recovering money owed and communicating relevant services to business customers. Where consent is required by law, we will obtain it.

5. WHO WE SHARE INFORMATION WITH

We only share personal data where it is necessary and appropriate. Recipients may include:

- APC, TPN, Hazchem and other transport or delivery networks;
- carriers, couriers, hauliers, warehouse operators, agents and subcontractors;
- our IT support provider and business systems, including Sage;
- banks, payment providers, professional advisers, insurers and debt-recovery providers where required;
- other Delsol group or sister companies where necessary for account administration or a service; and
- HMRC, customs authorities, regulators, law-enforcement bodies or other authorities where required or permitted by law.

We do not sell personal data.

6. B2B MARKETING

We may use business contact details to send companies relevant information about Delsol services, offers and updates. Where a business contact identifies an individual, we handle those details in accordance with UK data protection law. You can ask us to stop marketing at any time by using the unsubscribe option provided or by emailing caernarfon@deliverysolutions.uk.com. We may keep a minimal suppression record so that we can respect your request.

7. INTERNATIONAL SERVICES

Our core business systems are intended to be operated from the UK. However, where you book an international service, it may be necessary to share limited personal data with overseas carriers, agents, delivery partners or customs authorities. We will only share what is reasonably necessary and will use appropriate safeguards where UK law requires them.

8. HOW LONG WE KEEP INFORMATION

We do not keep personal data for longer than we need it. Active account and business-contact information is normally retained while the relationship continues. Core financial, booking and transaction records will generally be kept for up to six years after the relevant financial year or transaction where required for accounting, tax, contractual or legal purposes. Routine enquiries, marketing information and operational data may be kept for shorter periods. Information may be kept longer where a dispute, claim, investigation or legal requirement makes this necessary.

9. SECURITY

We use appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse or disclosure. Access is limited to people and service providers who need the information for legitimate business purposes.

10. YOUR RIGHTS

Depending on the circumstances, you may have the right to ask for a copy of your personal data, have inaccurate information corrected, request deletion or restriction, object to certain processing, request transfer of information, or withdraw consent where processing is based on consent. These rights are not absolute and some legal exceptions apply.

To exercise a right, email caernarfon@deliverysolutions.uk.com. We may need to confirm your identity before acting on a request.

11. COMPLAINTS AND UPDATES

If you have a concern, please contact Delsol first so we can investigate it. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk.

We may update this notice from time to time to reflect changes in our services, systems or legal obligations. The latest version will be made available through Delsol's website or account-opening process.