



REMOVALS AND STORAGE

94 Wicklands Avenue, Saltdean, Brighton, East Sussex, BN2 8EP

Telephone: 07860 674 256

Email: info@bobstransportremovals.co.uk

Privacy Notice

This privacy notice applies to information that we hold about you. It explains what information we collect about you, how we use that information, who we will share it with, the circumstances when we will share it, and what steps we will take to make ensure your personal information is private and secure.

Wherever we say “you” or “your” this means you as our valued customer.

1. Introduction

Bobs Transport (Sussex) Ltd (“we”, “us”, “our”) is committed to protecting your privacy.

This Privacy Notice explains how we collect, use, store, and protect your personal data when you use our services, visit our website, or contact us.

We handle your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Bobs Transport (Sussex) Ltd

94 Wicklands avenue, Saltdean, East Sussex, BN2 8EP

Email: info@bobstransportremovals.co.uk

Phone: 07860 674 256

We provide house and office removal and transport services throughout the UK.

3. What Information We Collect

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

We may collect and process the following personal data:

- Contact details: name, address, phone number, and email address
- Service information: collection and delivery addresses, property access details, and items to be moved
- Payment details: payment method and billing address (processed securely)
- Communication history: records of phone calls, emails, and messages related to your service
- Employee or subcontractor details (where relevant): contact, vehicle, or licence information

We only collect the minimum data needed to provide our services effectively.

4. How We Use Your Information

We use your personal data to:

- Provide removal and transport services you have requested
- Prepare and send quotes and invoices
- Communicate with you before, during, and after your move
- Manage bookings, staff, and vehicles
- Comply with legal, insurance, and accounting obligations

We do not sell, rent, or trade personal data for marketing purposes.

5. Legal Basis for Processing

We process personal data under one or more of the following lawful bases:

- Contract: to carry out our services and fulfil our agreements with you
- Legal obligation: to comply with tax, employment, and insurance laws
- Legitimate interests: to operate our business efficiently and maintain customer relationships.

6. How We Store and Protect Your Information

We take security seriously. Your data is protected by:

- Password-protected systems and secure servers
- Limited access to authorised staff only
- Secure disposal (shredding/deletion) of data when no longer needed
- Antivirus and firewall protection on all devices.

7. How Long We Keep Your Data

We only keep your data for as long as necessary:

- Customer records: usually kept for 6 years for accounting and legal reasons
- Employee records: as required by employment law

After this period, your data is securely deleted or destroyed.

8. Sharing Your Information

We may share limited personal data with trusted third parties, such as:

- Payment processors, accountants, and insurers
- Partner removal or storage companies (only if needed to fulfil your booking)

All partners are required to handle your data safely and in line with data protection laws.

9. Your Data Protection Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data ("right to be forgotten")
- Restrict or object to how your data is used
- Request data portability (a copy in a reusable format)

To make a request, please contact info@bobstransportremovals.co.uk

If you are unhappy with how we handle your data, you can also complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

10. Changes to This Privacy Notice

We may update this Privacy Notice from time to time.

The most recent version will always be available on our website or on request.

11. Contact Us

If you have any questions or concerns about this Privacy Notice or how we handle your data, please contact:

Adam Bean - Data Protection Lead

Bobs Transport (Sussex) Ltd

Email: info@bobstransportremovals.co.uk

Phone: 07860 674 256