



Privacy Policy

Who We Are

CW Logistics Ltd is responsible for how your personal data is collected and used (the 'data controller'). We are committed to protecting your privacy and handling your data in a clear and transparent way.

What Personal Data We Collect

We may collect and process personal data including names, contact details, email addresses, delivery information, and any other information you provide to us or that is necessary for our services.

How We Use Personal Data

We use personal data to:

- provide and manage our services
- communicate with customers, suppliers, and partners
- manage deliveries and operational activities
- comply with legal and regulatory obligations
- maintain the security of our systems and premises

Lawful Basis for Processing

We process personal data where it is necessary for the performance of a contract, to comply with legal obligations, or where it is in our legitimate business interests.

Sharing Personal Data

We may share personal data with:

- service providers (such as IT and system providers)
- professional advisers (such as accountants or auditors)
- regulatory or legal authorities where required

International Transfers

Where personal data is processed or stored outside the UK, appropriate safeguards are in place to ensure it is protected.

How Long We Keep Data

We retain personal data only for as long as necessary for the purposes for which it was collected and to meet legal and regulatory obligations.

For example:

- customer and operational records are typically retained for up to 7 years
- CCTV footage is generally retained for up to 30 days unless required for investigation



Your Rights

You have rights in relation to your personal data, including the right to access your data, request correction of inaccurate data, request deletion where applicable, and object to or restrict processing in certain circumstances.

Complaints

If you are not satisfied with how we handle your personal data, you have the right to make a complaint to the Information Commissioner's Office (ICO).

Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact us at: info@cwlogistics.co.uk