

GDPR

Bespoke Logistics Ltd take your privacy very seriously. We ask that you read this privacy policy to understand how we use and protect the information that you provide to us.

This policy applies to personal data we collect about you as a visitor to this website or someone who does business with us.

Your Personal data – What is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession, or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (The 'GDPR').

The Information we collect about you.

We will only collect information from you that is required by us to provide services to you. In particular, we may collect the following information from you:

- Personal details
- Business activities of the person whose details we are processing
- Any other personal information that might relate to your matter and your instructions

On what basis do we use your information?

We will process your data on one or more of the following basis';

- Performance of contract – to carry out the work you have asked of us
- Legal compliance – Statutory responsibilities such as anti-money laundering and counter terrorist financing.

How will we use your information?

We will use your information for the provision of Freight Forwarding, Warehousing and Storage Services. We may also use it for:

- Accounting purposes including (with your agreement) processing your bank/credit card details to make payment of our invoices.
- Prevention and detection of fraud
- Credit reference checks (where appropriate)

- Contacting you about other Freight Forwarding Services that Bespoke Logistics offer and to invite you to marketing events.

We may also use aggregate information and statistics for the purposes of monitoring website usage in order to help us develop our website and our services. These statistics will not include information that can be used to identify you.

How long will we keep your information for?

We will keep your information throughout the period of time that we work for you or store your documents with us. After which we keep them for an additional seven years.

Cookies and other information gathering technologies.

Our website uses cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. These cookies allow us to distinguish you from other users of the website which helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

How we protect your information.

We have up to the minute security procedures and technical and organisational measures to safeguard your personal information.

We will use all reasonable efforts to safeguard your personal information. However, you should be aware that the use of the internet is not entirely secure and the is reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the internet.

Access to your information and updating and correcting your information.

If you would like to know the personal information we hold for you, please send an email to info@bespokelogistics.co.uk or send a letter to the Risk and Compliance Manager at Bespoke Logistics Limited, Bowler House, Harvey Road, Basildon, Essex, SS13 1DD. We will usually process your request free of charge and within 30 days, however we reserve the right to charge an administration fee and to extend the period of time by a further two months if the request is manifestly unfounded or excessive.

If you are dissatisfied with our response you may complain to the information Commissioner's Office, details for which are available at <https://ico.org.uk>.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to Bespoke Logistics changes, for example, if you change your email address or name, please let us know the correct details by sending an email to info@bespokelogistics.co.uk or send a letter to The Managing Director, Bespoke Logistics Limited, Bowler House, Harvey Road, Basildon, Essex, SS13 1DD. You may ask us, or we may

ask you, to correct information your or we think is inaccurate, and you may also ask to remove information which is inaccurate.

Changes to privacy policy.

We keep our privacy policy under regular review. If we change our privacy policy, we will post the changes on this page, so that you may be aware of the information we collect and how we use it at all times. This privacy policy was last updated in January 2024.

Links to other websites.

Our website contains links to other websites. This privacy policy applies only to this website so when you access to other websites you should read their own privacy policies.