

## Barton Courier Services - Customer privacy notice

*This privacy notice tells you what to expect us to do with your personal information.*

**Contact Telephone:** 07500634777

**Email:** [hello@bartoncourierservices.co.uk](mailto:hello@bartoncourierservices.co.uk)

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Purchase or account history
- Credit reference information
- Health and safety information
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Purchase history
- Account information, including registration details
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Health and safety information

### Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation

Where we get personal information from

- People directly

How long we keep information

All personal and client information will be secured stored online for a maximum of 2 years after the last contractual agreement or contact.

### Who we share information with

Others we share personal information with

- Financial or fraud investigation authorities
- External auditors or inspectors
- Debt collection agencies

Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - **You have the right to ask us to erase your personal data in certain circumstances.**

**Your right to restriction of processing** - **You have the right to ask us to restrict the processing of your personal data in certain circumstances.**

**Your right to object to processing** - **You have the right to object to the processing of your personal data in certain circumstances.**

**Your right to data portability** - **You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.**

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane, Wilmslow

Cheshire, SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

14<sup>th</sup> February 2026

Signed: *James Freeman*