

Privacy Policy (1 of 2)

1. Who We Are

Hughes Self Storage is operated by
Stalbridge Finance Ltd.

Registered in England 6600224

Storage Facility Address:

Hughes Self Storage
Station Road
Stalbridge
Dorset
DT10 2RZ

Email: sales@hughesselfstorage.uk

We are committed to protecting your privacy and handling your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

We may collect and process the following information:

- Name
- Postal address
- Email address
- Telephone number
- Vehicle registration details
- Identification documents
- Payment and billing information
- CCTV images recorded at the facility
- Correspondence between you and us
- Information relating to your storage agreement

We do not generally record or maintain an inventory of the contents of your storage unit

3. How We Use Your Information

- We use your information to:
- Set up and manage your storage account
- Process payments and recover outstanding amounts
- Verify your identity
- Contact you regarding your account or storage unit
- Provide customer support
- Maintain site security
- Prevent fraud and criminal activity
- Comply with legal obligations
- Improve our services

4. Legal Basis for Processing

We process personal information because:

- It is necessary to perform our contract with you
- It is necessary for our legitimate business interests
- We are required to comply with legal obligations
- You have given consent where required

5. CCTV Monitoring

CCTV operates throughout parts of the facility for:

- Crime prevention
- Site security
- Protection of customers, staff and property
- Investigation of incidents

CCTV recordings may be shared with police, insurers, legal advisers or regulatory authorities where appropriate.

Privacy Policy (2 of 2)

6. Who We Share Information With

We may share information with:

- Payment service providers
- Accountants and professional advisers
- Debt collection agencies
- Insurers
- Law enforcement agencies
- Regulatory bodies
- IT and software providers supporting our business

We do not sell personal information to third parties.

7. Data Retention

We retain personal information only for as long as necessary for business and legal purposes.

Storage agreement records, payment records and related correspondence may be retained for up to seven years following the end of your agreement.

CCTV recordings are normally retained for up to 90 days unless required for investigation or legal proceedings.

8. Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse or disclosure.

However, no method of storage or transmission can be guaranteed completely secure.

9. Marketing Communications

Where you have consented, we may send information about our services, promotions or offers.

You may withdraw consent at any time by contacting us or using the unsubscribe facility provided in marketing communications.

10. Your Rights

Under data protection law you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of information
- Restrict processing
- Object to processing
- Receive a copy of your data
- Withdraw consent where processing is based on consent

Requests should be made using the contact details below.

11. Complaints

If you are unhappy with how we process your information, please contact us first.

You also have the right to complain to the Information Commissioner's Office (ICO):

www.ico.org.uk
Telephone: 0303 123 1113

12. Contact Us

For any privacy-related enquiries please contact:

Hughes Self Storage
Station Road
Stalbridge
Dorset
DT10 2RZ

Email: sales@hughesselfstorage.uk
Telephone: 01963 548199