

# Privacy Policy

**Charlestown Self-Storage Services** (“we”, “us”, “our”) is committed to protecting your personal information and processing it in accordance with UK data protection laws, including the UK GDPR and Data Protection Act 2018.

## What information we collect

We collect personal data you provide when you apply for storage (name, address, contact details, payment details) and information relating to your use of our services (unit number, dates, invoices). We may also collect CCTV footage, entry/exit logs and other security data for facility operations.

## How we use your information

We use your data to:

- Provide the storage services and administer your contract (including billing, access control, security);
  - Communicate with you (e.g., notices, service updates);
  - Comply with legal obligations;
  - Improve our services and for internal record-keeping.
- We may share your information with: payment processors; insurers; security/monitoring providers; as required by law (e.g., court order or enforcement of debt).

## Legal basis

Our lawful basis for processing your personal data is performance of the contract (storage agreement), compliance with legal obligations and our legitimate interests (e.g., security, fraud prevention, business administration). Where we process any special category or sensitive data we will obtain appropriate consent.

## Data retention

We keep your personal data for as long as you are a customer and thereafter for a reasonable period (e.g., 6 years after contract termination) in line with legal and business requirements.

## Your rights

You have the right to: access your personal data; request correction; request erasure (in certain circumstances); restrict processing; object to processing; request portability. You may withdraw consent where processing is based on consent. To exercise your rights please contact us at [insert email/contact details].

## Security

We implement appropriate technical and organisational measures to protect your data against unauthorised access, alteration, disclosure or destruction. Access to our facilities and system

is controlled.

## Cookies and website analytics

When you use our website we may use cookies and analytics tools to analyse traffic and improve our site. You may control or disable cookies via your browser settings, though some features may not function properly.

## Changes to this policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated “effective date”.