

PRIVACY POLICY (FULL & UK GDPR COMPLIANT)

De Removals & Haulage Ltd – Privacy Policy

Last updated: 26/11/2025

At De Removals & Haulage Ltd, we are committed to protecting your privacy. This policy explains how we collect, use and store your personal information in line with UK GDPR and the Data Protection Act 2018.

1. Information We Collect

We may collect the following information:

- Name
 - Address for collection/delivery
 - Email address
 - Telephone number
 - Job details (items, access information, photos you send)
 - Payment details (processed securely through third-party payment providers)
 - Website enquiry information
 - Social media messages
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2. How We Use Your Information

We use your data to:

- Provide quotes
- Arrange and complete bookings
- Communicate with you
- Send invoices/receipts
- Improve our services
- Meet legal and insurance requirements

We do not sell your data to third parties.

3. Legal Basis for Processing

We process your data under:

- Contract – to provide removal/haulage/clearance services
 - Legitimate Interest – to run and grow our business
 - Legal Obligation – for tax, insurance, and waste carrier compliance
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4. How We Store Your Information

Your information is stored securely through:

- Encrypted email
- Business devices secured with passwords
- Secure third-party systems (Google, payment processors)

We keep data for up to 6 years for accounting and legal purposes.

5. Sharing Your Information

We may share data with:

- Payment processors
 - Insurance providers
 - Waste transfer stations (for waste clearance)
 - Authorities if legally required (HMRC, police, etc.)
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6. Your Rights

You have the right to:

- Access your data
 - Request correction
 - Request deletion
 - Object to processing
 - Complain to the ICO
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7. Contact Us

For privacy questions or data requests:

✉ deremovalsandhaulage@gmail.com

✉ Info@deremovalsandhaulage.co.uk

☎ 07886 006487

TERMS & CONDITIONS (CUSTOMER AGREEMENT)

De Removals & Haulage Ltd – Terms & Conditions

These Terms & Conditions apply to all removals, haulage, man & van and clearance services.

1. Quotes

- Quotes are based on the information provided by the customer.
 - Additional items, delays, poor access or extra labour may incur further charges.
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2. Booking & Payment

- A booking is confirmed once a deposit or written confirmation is received.
 - Full payment is due on completion unless agreed otherwise.
 - We reserve the right to request payment in advance for long-distance or clearance jobs.
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3. Parking & Access

- The customer is responsible for ensuring suitable parking and safe access.
 - Parking tickets obtained due to a lack of arrangements will be added to the final invoice.
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4. Cancellations

(Links to section 3 below)

Charges may apply depending on how close to the job the cancellation occurs.

5. Customer Responsibilities

You must:

- Pack items securely unless a packing service is agreed upon
 - Inform us of fragile or high-value items
 - Be present or have a representative at both collection & delivery
 - Disclose any difficult access (stairs, narrow streets, etc.)
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6. Our Responsibilities

We:

- Handle items with care
 - Provide trained staff with PPE
 - Transport goods safely and legally
 - Carry appropriate insurance (goods in transit & public liability)
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7. Waste Clearance

- Waste disposal is carried out legally under a valid Waste Carrier Licence.
 - Disposal fees may apply depending on waste type and weight.
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8. Liability

We are not liable for:

- Items packed by the customer
- Pre-existing damage
- Delays due to traffic/road closures

- Losses caused by inaccurate information provided by the customer

CANCELLATION & REFUND POLICY

De Removals & Haulage Ltd – Cancellation & Refund Policy

1. Standard Cancellations

- More than 48 hours before the job: No cancellation fee
 - Less than 24 hours: 20% of the quoted price
 - If the customer does not have the items ready or cancels the job upon the provider's arrival, the deposit will be retained
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2. Deposits

Deposits are refundable only if the booking is cancelled over 48 hours before the job.

3. Delays or Customer No-Show

If our team arrives and cannot start the job due to customer issues:

- A minimum call-out charge applies
 - Additional waiting time is charged per hour
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4. Our Right to Cancel

We may cancel if:

- Conditions are unsafe
- Incorrect information was provided
- Payment terms were not met

In such cases, we will attempt to reschedule at no extra cost.