

Privacy Notice

‘Customs Compliance Solutions’

Our contact details

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Address: “Llaniston” Wells Road, Hallatrow, Bristol BS39 6EJ

Phone Number: 01761451726

E-mail: ccs.info@icloud.com

What type of information we have

We currently collect and process the following information:

- Your Name.
- Your work address, email address and or phone number(s)
- Your job title.
- Your payment details, including billing address where you have requested Customs Compliance Solutions to provide services.
- Other information you provide or otherwise.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When required to establish and fulfil a contract with you e.g. tif requested to provide services

This may be

- Communication with you.
- Billing provided services.
- Sending information.
- Providing consultancy services.

We also receive personal information indirectly, from the following sources in the following scenarios:

- On referrals from 3rd party companies and/or organisations.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting: ccs.info@icloud.com
- b) We have a contractual obligation.

What we do with the information we have

We use the information that you have given us in order to

- Fulfil our contractual obligations
- We use your personal information to process and respond to any enquires we receive.

We may share this information with

- Law enforcement and regulatory agencies to support them in any investigation to prevent unlawful activity required by law.

Customs Compliance Solutions will not sell your data or share your personal data with 3rd parties without your consent.

How we store your information

Your information is securely stored using 3rd party organisations to provide web hosting services and email accounts. As these 3rd parties are multinational your data may be transmitted via or stored in countries outside of the UK.

As Customs Compliance Solutions provides services, we will keep your data for up to 7 years. We will then dispose your information by deleting all pertaining details and data from our computers.

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 information.

Your right to rectification - You have the right to ask us to rectify information 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 information in certain circumstances.

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

Your right to object to processing - You have the 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 information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at ccs.info@icloud.com Telephone 01761451726 or at address Llaniston, Wells Road, Hallatrow, Bristol. BS39 6EJ if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113