

# GDPR Policy for Stashed Away

**Effective Date:** March 2026

This General Data Protection Regulation (GDPR) Policy explains how Stashed Away (“we,” “us,” or “our”) collects, processes, stores, and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to all customers, employees, contractors, and visitors whose personal data we process in the course of operating our self-storage business.

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## 1. Scope of This Policy

This policy covers all personal data processed by Stashed Away, including data collected through:

- Storage rental agreements
  - Customer communications
  - Website usage
  - CCTV and site access systems
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## 2. Data Controller

Stashed Away is the data controller responsible for your personal data.

### Contact Details:

91A Romney Avenue, Bristol, BS7 9ST

[manager@stashedaway.co.uk](mailto:manager@stashedaway.co.uk)

01179 516325

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## 3. Personal Data We Collect

We may collect and process the following categories of personal data:

### a. Customer Data

- Full name
- Residential or business address
- Email address and phone number
- Identification documents (e.g., passport or driving licence)

### b. Financial Data

- Payment information (processed securely via third-party providers)
- Billing records and transaction history

### c. Operational Data

- Storage unit number and rental history
- Access records (e.g., keypad or gate entry logs)
- CCTV footage for security monitoring

#### d. Technical Data

- IP address
  - Website usage data
  - Cookies and analytics data
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#### 4. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Contractual Necessity:** To provide storage services and manage your account
  - **Legal Obligation:** To comply with applicable laws (e.g., fraud prevention, tax requirements)
  - **Legitimate Interests:** For business operations, security, and service improvements
  - **Consent:** For marketing communications (where applicable)
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#### 5. How We Use Personal Data

We use personal data to:

- Administer storage unit rentals
  - Verify identity and prevent fraud
  - Process payments and manage billing
  - Maintain site security (including CCTV monitoring)
  - Communicate with customers regarding services and updates
  - Improve our services and customer experience
  - Comply with legal and regulatory obligations
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#### 6. Data Sharing

We may share personal data with:

- Payment processors and financial institutions
- IT service providers and software platforms
- Security service providers
- Professional advisors (e.g., legal, accounting)
- Law enforcement or regulatory authorities where required

All third parties are required to respect the security of your data and process it in accordance with the law.

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#### 7. International Data Transfers

We do not transfer your personal data outside of UK or EEA.

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#### 8. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil contractual obligations

- Meet legal, accounting, and regulatory requirements
- Resolve disputes and enforce agreements

CCTV footage is retained for a limited period unless required for investigation.

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## **9. Data Security**

We implement appropriate technical and organisational measures, including:

- Access controls and authentication systems
  - Encryption where appropriate
  - Secure storage of physical and digital records
  - CCTV and on-site security measures
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## **10. Data Subject Rights**

Under UK GDPR, individuals have the following rights:

- Right of access
- Right to rectification
- Right to erasure (“right to be forgotten”)
- Right to restrict processing
- Right to data portability
- Right to object
- Rights related to automated decision-making

Requests can be made using the contact details provided above.

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## **11. Data Breach Procedures**

In the event of a personal data breach, we will:

- Assess the risk to individuals
  - Notify the Information Commissioner’s Office (ICO) where required within 72 hours
  - Inform affected individuals where there is a high risk to their rights and freedoms
  - Take steps to mitigate and prevent future breaches
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## **12. Staff Responsibilities**

All employees and contractors are responsible for:

- Protecting personal data
  - Following internal data protection procedures
  - Reporting any suspected data breaches immediately
  - Completing data protection training where required
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## **13. Cookies and Website Data**

Our website may use cookies and similar technologies to enhance user experience. Users can manage cookie preferences through their browser settings.

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#### **14. Policy Updates**

We may update this GDPR Policy from time to time. Changes will be published on our website with an updated effective date.

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#### **15. Complaints**

If you have concerns about how your data is handled, you have the right to lodge a complaint with the UK supervisory authority:

##### **Information Commissioner's Office (ICO)**

Website: <https://www.ico.org.uk>