

Privacy Policy for Stashed Away

Effective Date: March 2026

At Stashed Away (“we,” “us,” or “our”), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our self-storage services, visit our premises, or interact with our website.

1. Information We Collect

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

a. Personal Identification Information

- Full name
- Address
- Email address
- Phone number
- Government-issued ID (for identity verification)

b. Financial Information

- Payment details (e.g., credit/debit card information)
- Billing address
- Transaction history

c. Storage-Related Information

- Unit rental details
- Access logs (e.g., entry/exit times if using gated or keypad entry)
- CCTV footage (where applicable for security purposes)

d. Website and Technical Data

- IP address
 - Browser type and version
 - Pages visited on our website
 - Cookies and tracking technologies
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2. How We Use Your Information

We use your information to:

- Provide and manage storage services
 - Process payments and maintain billing records
 - Verify your identity and prevent fraud
 - Ensure site security and monitor access
 - Communicate with you regarding your account, payments, or updates
 - Improve our services and customer experience
 - Comply with legal and regulatory obligations
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3. Legal Basis for Processing (UK GDPR)

We process your personal data under the following lawful bases:

- **Contractual necessity:** To fulfil our agreement with you
 - **Legal obligation:** To comply with applicable laws
 - **Legitimate interests:** For business operations, fraud prevention, and security
 - **Consent:** Where required (e.g., marketing communications)
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4. Sharing Your Information

We may share your data with:

- Payment processors and financial institutions
- IT and system service providers
- Security and surveillance providers
- Legal or regulatory authorities when required

We do not sell your personal data to third parties.

5. Data Retention

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

- Fulfil the purposes outlined in this policy
- Comply with legal, tax, and accounting requirements
- Resolve disputes and enforce agreements

CCTV footage is typically retained for a limited period (28 days then overwritten) unless required for investigation purposes.

6. Security of Your Information

We implement appropriate technical and organisational measures to protect your data, including:

- Secure access controls
 - Encryption where appropriate
 - Physical security measures (e.g., CCTV, gated access)
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7. Your Data Protection Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Restrict or object to processing
- Request data portability
- Withdraw consent (where processing is based on consent)

To exercise your rights, please contact us using the details below.

8. Cookies and Tracking Technologies

Our website may use cookies to enhance user experience. You can control cookie settings through your browser.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices.

10. Changes to This Privacy Policy

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

11. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact:

Stashed Away

91A Romney Avenue, Bristol, BS7 9ST

manager@stashedaway.co.uk

01179 516325

12. Complaints

If you are not satisfied with how we handle your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) in the UK.
