

Privacy Policy - Certus Shipping Ltd

Pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 (General Data Protection Regulation - GDPR), the Data Protection Act 2018, and the UK GDPR as incorporated into the law of England and Wales by virtue of the European Union (Withdrawal) Act 2018, Certus Shipping Ltd provides the following information regarding the processing of personal data collected via the website www.certusshippingltd.com (the "Website"), or through other communication channels including written correspondence, email, telephone, and supported social media platforms.

Data Controller

Personal data collected via the Website or other means will be processed by Certus Shipping Ltd, in its capacity as the data controller (hereinafter referred to as "Certus Shipping Ltd" or the "Controller").

Categories of Personal Data Processed

The following categories of personal data ("Personal Data") may be processed:

- Identification and contact details including name, email address, telephone number, residential and/or business address.
- Account and service usage details including login credentials, company name, VAT number, and service-related information (e.g., package dimensions, pricing, recipient details).
- Geolocation data if the Website is used to locate the nearest Certus Shipping Ltd service centre.
- Technical data such as IP address, browser type, device information, and data collected via cookies and pixel tags.

Purpose of Processing

Personal Data is processed for the following purposes:

1. To facilitate communication with Certus Shipping Ltd service centres and respond to enquiries submitted via the Website.
2. To provide requested services including account creation, booking of delivery services, payment processing, complaint handling, and customer support.
3. To send promotional communications, newsletters, and marketing materials via various channels (email, SMS, postal mail, telephone), subject to user consent.
4. To conduct market research, statistical analysis, and service optimisation.
5. To support corporate transactions, legal claims, and due diligence activities.

Legal Basis for Processing

- Processing for service provision is based on the performance of a contract or pre-contractual measures (Article 6(1)(b) UK GDPR).
- Processing for communication and Website functionality is based on legitimate interests (Article 6(1)(f) UK GDPR).
- Processing for marketing and promotional activities is based on explicit consent (Article 6(1)(a) UK GDPR).
- Processing for legal and corporate purposes is based on legitimate interests of the Controller.

Data Processing Methods

Personal Data is processed using secure automated and manual methods to ensure confidentiality and integrity. No fully automated decision-making processes are employed.

Data Recipients

Personal Data may be shared with:

- Authorised personnel within Certus Shipping Ltd.
- Service centres and franchisees for service fulfilment and marketing (with consent).
- Professional advisors (legal, financial, administrative).
- Regulatory and judicial authorities where required.
- Marketing service providers and IT support vendors.

Data transfers outside the UK will only occur where adequate safeguards are in place in accordance with UK GDPR.

Cookies

The Website uses cookies to enhance user experience, store preferences, and analyse usage patterns. Essential cookies are required for Website functionality. Users may manage cookie preferences via browser settings. For more information, visit www.allaboutcookies.org.

Certus Shipping Ltd may use third-party tools such as Microsoft Clarity and Microsoft Advertising to analyse Website usage and improve services. Data collected may include behavioural metrics, heatmaps, and session replays. For details, refer to the Microsoft Privacy Statement.

Data Retention

Personal Data is retained only for as long as necessary to fulfil the purposes for which it was collected, in accordance with applicable laws. Data may be anonymised or securely deleted thereafter.

Data Subject Rights

Individuals have the right to:

- Access their Personal Data (Article 15 UK GDPR).
- Rectify inaccurate or incomplete data.
- Request erasure of data under certain conditions.
- Restrict processing under specific circumstances.
- Object to processing based on legitimate interests.
- Receive data in a portable format (Article 20 UK GDPR).
- Withdraw consent at any time without affecting prior lawful processing.
- Lodge a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk/>.

Contact Information

For enquiries or to exercise data protection rights, please contact:

Certus Shipping Ltd
54 Drinkwater Close, Newmarket, CB80QW
Email: info@certusshippingltd.com

Policy Updates

This Privacy Policy is effective as of 1st October 2025. Certus Shipping Ltd reserves the right to update this policy periodically. Users are encouraged to review the policy regularly via the Website.