

Privacy Policy

Haynes & Sons Removals Ltd

Last updated: 22 October 2026

1. Introduction

Haynes & Sons Removals Ltd respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, submit an enquiry, request a quotation or use our removal and storage services.

2. Information we collect

Depending on your enquiry, we may collect:

- Your name and contact details.
- Your telephone number and email address.
- Your collection and delivery addresses.
- Your proposed moving date and property access details.
- Information about the goods you wish to move or store.
- Details and correspondence relating to quotations, bookings, payments and complaints.
- Information submitted through our website contact form.
- Technical information about website visits, collected through Google Analytics where enabled and permitted.

Please do not submit unnecessary sensitive personal information through our contact form.

3. How we use your information

We use your information to:

- Respond to enquiries and provide quotations.
- Assess your removal or storage requirements.
- Arrange and deliver services you request.

- Communicate about bookings, payments and changes.
- Manage complaints and resolve disputes.
- Maintain business and financial records.
- Operate, secure and improve our website.
- Meet our legal and regulatory obligations.

We will not use your enquiry details for unrelated marketing without an appropriate lawful basis.

4. Our lawful basis for processing

Under UK data protection law, we rely on the appropriate lawful basis for each purpose, which may include:

- **Contract or steps before a contract:** preparing quotations and arranging services at your request.
- **Legitimate interests:** managing enquiries, protecting our business, improving services and handling complaints, where these interests do not override your rights.
- **Legal obligation:** retaining financial records and complying with applicable laws.
- **Consent:** where required, including for non-essential analytics cookies and certain marketing activities.

5. Website contact forms

If you contact us through our website, we use the information you submit to respond to your enquiry and provide the assistance requested.

Your details may be processed by our website hosting provider, contact form software provider or email service provider to deliver your message securely.

Please avoid including information that is not necessary for your enquiry.

6. Google Analytics

We use Google Analytics to understand how visitors use our website and to help improve its performance.

Depending on our configuration and your consent choices, this may involve collecting information such as pages visited, approximate location, device and browser information, referral sources and interactions with the website.

Where consent is legally required, analytics cookies and associated non-essential tracking will only be enabled after valid consent has been obtained. You can change your cookie preferences using our website's cookie settings, where available.

Google may process information on our behalf in accordance with the applicable service terms and data protection arrangements. International transfers, if any, will be handled using an applicable lawful transfer mechanism.

7. Who we share information with

We may share relevant information with service providers who help us operate our business, such as:

- Website hosting and maintenance providers.
- Contact form and email providers.
- Google Analytics and related technical service providers.
- Accountants, payment providers or professional advisers where necessary.
- Public authorities where we are legally required to do so.

We do not sell your personal information.

8. How long we retain your information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including handling enquiries, completing services, resolving disputes and meeting legal obligations.

Enquiry records, quotation records, customer correspondence and financial records may be retained for different periods depending on their purpose and applicable legal requirements.

When information is no longer required, we will securely delete it or anonymise it where appropriate.

9. How we protect your information

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

No method of transmitting or storing information can be guaranteed to be completely secure.

10. Your data protection rights

Depending on the circumstances, you may have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request deletion of information where the law allows.
- Request restriction of processing.
- Object to certain processing, including processing based on legitimate interests or direct marketing.
- Request data portability where applicable.
- Withdraw consent where processing is based on consent.

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

To exercise your rights, contact us using the details below. We may need to verify your identity before responding.

11. Third-party websites

Our website may contain links to external websites. We are not responsible for the privacy practices of those websites. Please review their privacy policies before submitting personal information.

12. Changes to this policy

We may update this Privacy Policy when our business practices, website technology or legal requirements change. The latest version will be published on our website.

13. Contact us

For questions about this Privacy Policy or your personal information, contact:

Haynes & Sons Removals Ltd

Petersfield, Hampshire

Telephone: 01730 774601

Email: info@haynes-sons-removals.co.uk

Website: www.haynes-sons-removals.co.uk

Registered company number: 10099172

Registered office: 31 Charlton Drive, Petersfield, GU31 4QL