

Privacy Policy

Drop Lock Leave Limited

This Privacy Policy outlines how Drop Lock Leave Limited (“we”, “us”, “our”) collects, uses, stores, shares and protects your personal data when you use our self-storage services at our facility in Downpatrick or interact with us via our website or communication channels.

We are committed to safeguarding your privacy and complying with all relevant data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Drop Lock Leave Limited

Company Name: DROP LOCK LEAVE LTD

Company Number: NI618025

Trading Address: 21A Enterprise Avenue, Downpatrick, BT30 9UP, Northern Ireland

Company Type: Private Limited Company

SIC Code: 68209 – Other letting and operating of own or leased real estate

2. Information We Collect

We may collect the following personal data from you:

Identity Information – Full name, date of birth, proof of ID (e.g. passport, driving licence), utility bill etc

Contact Information – Address, phone number, email address

Payment Information – Bank details or card information (for processing transactions)

CCTV Footage – Continuous recording for safety and security

Access & Usage Logs – Records of entry, unit use, and communications

3. Why We Collect Your Data

We collect and process your data to:

Set up and manage your storage agreement

Process payments and manage invoices

Maintain site and customer security (including CCTV and access records)

Communicate with you regarding your rental

Comply with legal and regulatory requirements

4. Legal Basis for Processing

We process your data based on the following legal grounds:

Contractual necessity – to provide the storage services you have requested

Legal obligation – for compliance with tax, insurance or legal reporting

Legitimate interests – including security monitoring and fraud prevention

Consent – where you have opted in for marketing or other communications

5. CCTV Monitoring

Our site is monitored by 24/7 CCTV. Footage is stored securely and only accessed for legitimate purposes such as investigating incidents or law enforcement requests.

6. Who We Share Data With

We do not sell your data. We may share it with trusted third parties under strict confidentiality, including:

Professional advisors (e.g. accountants, insurers, legal representatives)

Payment processing providers

IT and software support companies

Law enforcement or government agencies (when legally required)

7. Data Retention

We retain personal data only for as long as necessary:

Contracts and billing information – 6 years after the end of your agreement

CCTV footage – typically retained for up to 30 days unless an incident requires investigation

8. Your Rights

Under data protection law, you have rights to:

Access the personal data we hold about you

Request correction of inaccurate or incomplete data

Request deletion of your data (where legally possible)

Restrict or object to processing in certain circumstances

Withdraw consent for marketing communications at any time

To exercise your rights, please contact us directly.

9. Data Security

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

Encrypted systems and secure servers

CCTV security

Access controls for staff

Regular data backups and monitoring

10. Website and Cookies

Our website may use cookies to enhance your browsing experience. You can manage or disable cookies via your browser settings.

11. Complaints

If you are unhappy with how your data is handled, please contact us in the first instance. You can also raise concerns with the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Telephone: 0303 123 1113

12. Policy Updates

We may update this policy from time to time. The latest version will always be available at our facility or on request.

Contact Us

Drop Lock Leave Limited

Trading Address: 21 Enterprise Avenue, Downpatrick, BT30 9UP, Northern Ireland

Company Number: NI618025

Email: hello@droplockleave.com

Telephone: 02844464700