



Privacy Policy

Angels Removals Ltd

Effective Date: 24 November 2025

1. Introduction

- Angels Removals Ltd ('we', 'us', 'our') respects your privacy and is committed to protecting your personal data.
- We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

- Angels Removals Ltd
- Registered Office: 5 Mead Close, Broadstone, Dorset, United Kingdom, BH18 8HQ
- Company Number: 15836890
- Email: angelsremovals@ltd@gmail.com
- Telephone: 07871538301
- We act as the data controller when processing your personal data.

3. What Personal Data We Collect

- Contact details (name, address, phone, email)
- Service details (move date, collection/delivery addresses, inventory of items, storage requirements)
- Payment details (billing address, payment confirmation – we do not store card details)
- Communication records (emails, calls, messages)
- Website usage data (via cookies or analytics tools)
- CCTV or access logs if you visit our premises

4. How We Collect Your Data

- Directly from you when you request a quote, make a booking, or contact us.
- From third parties with your consent (e.g., estate agents, comparison platforms).
- Automatically through cookies if you use our website.

5. How We Use Your Data

- To provide removal, transport, and storage services.
- To prepare quotations and manage bookings.
- To communicate with you about your services.
- To process payments and invoices.
- To handle complaints or insurance claims.



- To comply with legal and tax obligations.

6. Marketing

- We may send occasional updates or promotions relevant to our services.
- You can opt out anytime by clicking 'unsubscribe' or contacting us directly.
- We never sell or rent your data to third parties for marketing.

7. Sharing Your Data

- We may share data with employees, subcontractors, insurers, banks, and IT providers.
- All partners are required to process your data securely and lawfully under UK GDPR.

8. International Transfers

- We generally store data in the UK.
- If transferred outside the UK, we use appropriate safeguards such as UK Adequacy Regulations or Standard Contractual Clauses.

9. Data Retention

- We retain data only as long as necessary for service provision and compliance.
- Typically, we keep records for up to 6 years after completion of services.

10. Your Data Protection Rights

- Access – request a copy of your data.
- Rectification – correct inaccurate information.
- Erasure – request deletion of your data.
- Restriction – limit processing.
- Data portability – receive data in machine-readable format.
- Object – to marketing or legitimate interests.
- Withdraw consent – if processing is based on consent.

11. Data Security

- We use encryption, secure servers, and access controls to protect your data.
- No online transmission can be guaranteed completely secure, but we take all reasonable precautions.

12. Cookies

- Our website may use cookies to improve functionality and analyse usage.
- You can disable cookies in your browser settings at any time.

13. Complaints

- If you believe your data has been misused, please contact us first.
- You may also complain to the Information Commissioner's Office (ICO):



- Website: www.ico.org.uk | Telephone: 0303 123 1113

14. Changes to This Privacy Policy

- We may update this policy periodically to reflect changes in law or operations.
- The latest version will always be available on our website.

15. Contact Us

- Data Protection Officer
- Angels Removals Ltd
- 5 Mead Close, Broadstone, BH18 8HQ
- Email: angelsremovals@ltd@gmail.com
- Phone: 07871538301