ForsterXpress Removals (“we”, “us”, “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our website or contact us.

1. Information We Collect

We may collect and process the following information:

- Your name
- Your phone number
- Your email address
- Any details you provide when contacting us (e.g. enquiry details, addresses for quotes)

We only collect personal information that is necessary to respond to enquiries or provide our services.

2. How We Use Your Information

We use your information to:

- Respond to enquiries and provide quotes
- Arrange and deliver our services
- Communicate with you about bookings or requests
- Improve our customer service

We do **not** sell, rent, or share your personal data with third parties for marketing purposes.

3. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Consent** – when you contact us directly
- **Contract** – to provide requested services
- **Legitimate interests** – to respond to enquiries and manage our business

4. Data Storage & Security

We take reasonable steps to protect your personal information from unauthorised access, loss, or misuse. Your data is only retained for as long as necessary to fulfil the purpose it was collected for.

5. Sharing Your Information

We only share your information where necessary to deliver our services or where required by law. We do not share your data with third parties for advertising or marketing.

6. Your Rights

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

- Request access to the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your personal data
- Withdraw consent at any time

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

7. Cookies

Our website may use basic cookies to ensure it functions correctly. We do not use cookies to collect personal or sensitive information.

8. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, you can contact us at:

ForsterXpress Removals
✉ forsterxpressremovals@gmail.com
📞 07928 316069