

## KC Group Shipping Privacy Notice

### UK GDPR and Data Protection Act 2018 Compliance

KC Group Shipping is committed to protecting the privacy and security of personal information. We handle personal data in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018, and we ensure that all information is used fairly, stored securely, and processed lawfully.

### What personal data do we collect

We may collect and process personal information, including:

- Name and contact details, such as address, phone number, and email address
- Company details where relevant
- Shipment and logistics information connected to the services we provide
- Records of communications with you
- Billing, payment, VAT and invoicing information

We do not routinely collect sensitive or special category personal data.

### How we use your information

We process personal data only where it is necessary and lawful, including:

To deliver freight forwarding, logistics, and customs services

- To manage enquiries, bookings, and ongoing customer relationships
- To meet contractual obligations with you or your organisation
- To comply with legal and regulatory requirements, including those set by HMRC, border authorities, insurers, and industry bodies
- To maintain internal records, audit trails, and operational systems
- To contact you with service updates or important operational information
- For limited marketing communication, only where you have provided consent or where the law otherwise permits it

We do not sell or share your personal data with third parties for their own marketing purposes.

## Lawful bases for processing

We rely on a combination of lawful bases as defined under UK GDPR, including:

- Contractual necessity
- Legal obligation
- Legitimate interests
- Consent, where required for specific communications or activities

## How we store and protect your data

Personal data is stored securely using appropriate technical and organisational measures. Access is restricted to authorised personnel only. We maintain internal security policies and training to ensure data is protected from loss, misuse, unauthorised access, disclosure, or alteration.

## Data sharing

We may share personal data with:

- Carriers, agents, customs brokers, and logistics partners involved in shipments
- Insurers, where required for freight liability or cargo insurance processes
- Regulatory and governmental authorities, where legally required
- Approved IT and system providers who support our operations

All third parties must handle data in accordance with UK GDPR requirements.

## How long do we keep your information

We retain personal data only for as long as necessary to meet the purposes outlined above, including legal, operational, and audit requirements. Retention periods comply with KC Group Shipping's internal data retention policy and applicable industry regulations.

## Your rights

Under UK GDPR you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data

- Request erasure, restriction, or objection to processing in specific circumstances
- Request the transfer of your data to another organisation where applicable
- Withdraw consent where processing is based on consent

To exercise your rights, please get in touch with us using the details below.

### Contact details

If you have any questions about how your data is handled, or if you wish to raise a concern or submit a request under UK GDPR, please contact:

#### Data Protection Contact

KC Group Shipping

Email: [info@kcshipping.co.uk](mailto:info@kcshipping.co.uk)

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office.