

Storerite self-storage privacy policy

1. Introduction

Welcome to Storerite. We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our self-storage services and our website. We collect, use and are responsible for certain information about you. When we do so, we are regulated under the General Data Protection Regulation which applies across the European Union (including the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

2. Information We Collect

We may collect the following types of personal information:

Contact Information: This includes your name, address, phone number, and email address as well as social media accounts.

Billing Information: We collect payment details, such as credit card information, to process payments for our services.

Identification Information: To verify your identity, we may collect government-issued identification, such as a driver's license or passport.

Storage Unit Information: We gather information about the storage unit(s) you rent from us, including access logs and security footage.

Communications: We may record and store customer service and other communications, such as emails, live chats, or phone calls.

Website Usage: When you visit our website, we may collect information about your browsing behaviour, IP address, and device information.

If you visit our storage facility, some personal data may be collected from monitoring devices and systems such as closed-circuit TV (CCTV) and door entry systems at the site.

We do not knowingly collect personal data relating to children under the age of 16. If you are a parent or guardian of a child under the age of 16 and think that we may have information relating to that child, please contact us. We will ask you to prove your relationship to the child but if you do so you may (subject to applicable law) request access to and deletion of that child's personal data.

3. How We Use Your Information

We use your personal information for the following purposes:

Providing Services: To manage your storage unit, process payments, and provide customer support.

Communications: To send you important updates, notifications, and marketing communications (if you have opted in).

Security: To protect the security of our facilities and the safety of our customers.

Legal Obligations: To comply with legal requirements and regulations.

Improving Our Services: To analyse data and improve our services, including our website's functionality and user experience.

The way we can collect your information is through various ways.

- When you visit our website to sign up for our storage facility
- When you come to our facility and we collect the information from you face to face
- When use our app (noke smart entry) on mobile to access our facility
- When you ring on telephone to sign up for storage

Why we collect your information

- Where you make enquiries about storing with us before you become a customer, we need to collect personal information about you so that we can take steps to enter into an agreement with you. Once you have become a customer, we need to collect and use personal information to provide services to you and to claim our right to be paid in return for our services.

4. Information Sharing

We may share your personal information with:

If you provide us with details of any other person, we can contact to discuss your account, we may contact that person and discuss and share the details of your account with that person and deal with that person in relation to your account as if that person was you. We may particularly want to do this if we are unable to get in touch with you for any reason.

Service Providers: Third-party service providers that help us with various aspects of our business, such as payment processing and security.

Legal Requirements: When required by law or to protect our rights and the safety of others.

Business Transfers: In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction.

5. Data Security

We take the security of your personal information seriously and implement measures to protect it from unauthorized access, disclosure, alteration, or destruction.

We have procedures in place to deal with any suspected data security breach. We will notify you and any applicable supervisory body of a suspected data breach where we are legally required to do so.

While we will use all reasonable efforts to keep your personal data safe, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us.

We will usually hold your personal information as a customer or employee on our system for the period we are required to retain this information by applicable UK law, currently 6 years from the end of our contract.

6. Your Rights

You have the right to:

Access and correct your personal information.

Withdraw consent for marketing communications.

Request the deletion of your personal information, subject to legal requirements.

Request a copy of your personal data in a structured, commonly used, and machine-readable format.

To exercise these rights, please contact us using the information provided in Section 8.

7. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal reasons. The updated policy will be posted on our website with the effective date.

8. Contact Us

If you have any questions, concerns, or requests related to this Privacy Policy or your personal information, please contact us at:

www.storeriteselfstorage.co.uk is our website you can fill out a form that we will receive.

If you want to ring us, please call on 0333 3445412

Or email us at enquiries@storeriteselfstorage.co.uk