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1.PRIVACY NOTICE

Mail Resource Logistics Ltd

Version: 1.0

Effective Date: 1st July 2026

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Document Owner: Managing Director

Approved By: Mail Resource Logistics Ltd



1. Introduction

Welcome to the Privacy Notice of Mail Resource Logistics Ltd ("MRL", "we", "our", or "us").

Mail Resource Logistics Ltd is committed to protecting the privacy, confidentiality and security of the personal data entrusted to us by our customers, suppliers, business partners, employees, contractors and other individuals with whom we interact.

As an international logistics provider, we recognise that our customers rely on us not only to move goods safely around the world but also to handle information responsibly. We therefore take our obligations under applicable data protection legislation seriously and have implemented appropriate technical and organisational measures to safeguard personal data throughout its lifecycle.

This Privacy Notice explains how we collect, use, store, share and protect personal data when you use our services, visit our website, communicate with us or otherwise interact with Mail Resource Logistics Ltd.

It also explains your rights in relation to your personal data and how you can exercise those rights.

This Privacy Notice has been prepared in accordance with:

- the UK General Data Protection Regulation (UK GDPR);
- the Data Protection Act 2018;
- where applicable, the EU General Data Protection Regulation (Regulation (EU) 2016/679);
- the Privacy and Electronic Communications Regulations 2003 (PECR); and
- other applicable data protection and privacy legislation.

Where local laws impose additional requirements in countries where we provide logistics services, customs brokerage or freight forwarding services, those requirements will also apply.

2. Definitions

For the purposes of this Privacy Notice:

Personal Data means any information relating to an identified or identifiable natural person.

Processing means any operation performed on personal data including collection, recording, storage, organisation, consultation, use, disclosure, transmission, restriction, deletion or destruction.

Data Subject means the individual to whom personal data relates.

Controller means the organisation that determines the purposes and means of processing personal data.

Processor means an organisation that processes personal data on behalf of a Controller.

Special Category Data means personal data revealing racial or ethnic origin, political opinions, religious beliefs, trade union membership, genetic data, biometric data used for identification, health information or data concerning a person's sex life or sexual orientation.

International Transfer means the transfer of personal data outside the United Kingdom or the European Economic Area (EEA), where applicable.

3. Who We Are

Mail Resource Logistics Ltd is a company incorporated in England and Wales and provides professional logistics services to businesses throughout the United Kingdom and internationally.

Our services include:

International Freight Forwarding

- Air Freight
- Sea Freight
- Road Freight
- Courier Services
- Customs Brokerage
- Temporary Imports
- ATA Carnets
- Warehousing
- Inventory Management
- Pick & Pack Fulfilment
- Kitting and Assembly
- Event Logistics
- White Glove Delivery
- Reverse Logistics

- Secure Storage
- Distribution Services
- International Trade Support

For the purposes of applicable data protection legislation, Mail Resource Logistics Ltd is generally the Data Controller in respect of the personal data described in this Privacy Notice.

In certain circumstances, where we process personal data solely on behalf of a customer and in accordance with their documented instructions, we act as a Data Processor. For example, when providing warehousing, inventory management, fulfilment or logistics services using customer-supplied contact data, our role may be limited to processing that data on behalf of the customer. In those cases, the customer remains the Data Controller and is responsible for determining the purposes and lawful basis for the processing.

Our details are:

Mail Resource Logistics Ltd

Unit 1 & 3, The Mill

Horton Road

Stanwell Moor

Staines-upon-Thames

Middlesex

TW19 6BF

United Kingdom

Email: enquiries@mailresourcelogistics.co.uk

Privacy enquiries: dpo@mailresourcelogistics.co.uk

4. Scope of this Privacy Notice

This Privacy Notice applies to personal data processed by Mail Resource Logistics Ltd in connection with:

- visitors to our website;
- existing, prospective and former customers;
- client representatives and authorised contacts;
- suppliers and service providers;
- freight forwarding, warehousing and logistics operations;
- customs clearance services;
- event logistics and exhibition support services;

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- shipment collection and delivery;
 - inventory management;
 - fulfilment services;
 - marketing communications;
 - visitors to our premises;
 - CCTV systems;
 - business correspondence;
 - telephone, email and online communications;
 - contractual relationships;
 - legal and regulatory compliance activities.

This Privacy Notice applies regardless of whether personal data is held electronically, on paper, within warehouse records, operational systems, customer relationship management systems, financial systems or other secure business records.

It applies to personal data processed within the United Kingdom, throughout the European Union where applicable, and internationally where this is necessary to provide our logistics services or to comply with legal and contractual obligations.

This establishes the legal framework and governance for the remainder of the document. The next section, Part 2, will focus on Personal Data We Collect, detailing the categories of personal data processed across freight forwarding, customs, warehousing, fulfilment, event logistics, website interactions, physical records, and corporate client relationships, together with the methods by which that information is obtained.

5. Personal Data We Collect

The categories of personal data we collect and process depend on the nature of our relationship with you and the services we provide. As an international logistics, freight forwarding, warehousing and fulfilment provider, we collect only the personal data that is necessary to deliver our services, comply with our legal obligations, protect our legitimate business interests, and maintain secure and efficient operations.

Where possible, we seek to minimise the amount of personal data processed and ensure that it is relevant, accurate and limited to what is necessary for the intended purpose.

We may collect and process the following categories of personal data.

5.1 Identity Information

We may collect information that identifies individuals acting on behalf of our customers, suppliers, business partners or other organisations, including:

- Full name
- Job title
- Employer or organisation
- Business department
- Company registration details (where applicable)

- Professional qualifications (where relevant)
- Signature (electronic or handwritten)

This information enables us to identify authorised representatives, manage contractual relationships and maintain accurate business records.

5.2 Contact Information

To communicate effectively with customers, suppliers and delivery recipients we may collect:

- Business email address
- Business telephone number
- Mobile telephone number
- Business postal address
- Collection address
- Delivery address
- Registered company address
- Billing address
- Preferred communication method
- Emergency contact details where operationally required

For exhibition and event logistics, this may also include temporary venue contact details, stand contacts and on-site representatives.

5.3 Shipment and Logistics Information

To arrange, transport, store and deliver goods, we routinely process operational information relating to shipments, including:

- Consignor details
- Consignee details
- Collection contacts
- Delivery contacts
- Warehouse contacts
- Site access instructions
- Shipment references
- Purchase order numbers
- Booking references
- Tracking numbers
- Air Waybill (AWB) numbers
- Bill of Lading numbers
- Courier consignment numbers
- Vehicle booking references
- Delivery schedules
- Proof of Delivery (POD)



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- Proof of Collection (POC)
 - Delivery signatures
 - Delivery photographs (where required)
 - Collection and delivery timestamps
 - Special delivery instructions

Where shipment documentation identifies named individuals, this information is processed solely for the purposes of arranging, transporting, storing or delivering goods.

5.4 Customs and International Trade Information

As part of our international freight forwarding and customs services, we may process personal data required by customs authorities and other regulatory agencies.

Depending upon the nature of the shipment, this may include:

- Importer or exporter contact details
- Customs broker information
- Tax identification numbers where legally required
- VAT numbers (including sole trader registrations)
- EORI numbers where linked to an identifiable company/individual
- Passport information where required by customs authorities
- National identity documentation where legally required
- Temporary import documentation
- ATA Carnet documentation
- End-user information
- Country-specific import documentation

Such information is processed only where necessary to comply with applicable customs, import, export and international trade legislation.

5.5 Financial Information

To administer contracts and process payments, we may collect:

- Accounts payable contacts
- Accounts receivable contacts
- Billing contact details
- Purchase order information
- Invoice information
- Payment references
- Bank account details where supplied for payment purposes
- Credit account information
- VAT registration details
- Payment history
- Credit assessment information where appropriate

Mail Resource Logistics Ltd does not routinely store payment card information unless required for a specific transaction and processed using appropriate secure payment providers.



5.6 Customer Service and Communications

When you communicate with us, we may retain records of those communications to provide services, resolve queries and improve our customer experience.

This may include:

- Email correspondence
- Telephone conversations
- Customer enquiries
- Complaint records
- Service requests
- Customer feedback
- Meeting notes
- Video conference records where appropriate
- Online chat communications (where available)

These records help us maintain accurate business records and provide continuity of service.

5.7 Website Information

When you visit our website, we may automatically collect certain technical information including:

- IP address
- Browser type
- Device type
- Operating system
- Website pages visited
- Time and duration of visits
- Referring website
- Geographic location (approximate)
- Website interaction data
- Cookie identifiers

Further information about cookies and similar technologies is provided in our Cookie Policy.

5.8 Marketing Information

Where you have requested information from us or where we have a lawful basis to do so, we may collect:

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- Marketing preferences
 - Event registrations
 - Newsletter subscriptions
 - Downloaded resources
 - Communication preferences
 - Records of consent where consent is required
 - Previous interactions with marketing communications

You may withdraw your marketing preferences at any time.

5.9 Warehouse, Visitor and Site Security Information

To maintain the safety and security of our staff, customers, visitors and facilities, we may collect:

- Visitor names
- Company represented
- Vehicle registration numbers
- Arrival and departure times
- Site access records
- Delivery driver details
- Courier driver details
- Visitor signatures
- CCTV images
- Incident reports
- Health and safety records where applicable

This information assists us in protecting our premises, ensuring operational security and complying with health and safety obligations.

5.10 Inventory Management Information

As part of our warehousing and fulfilment services, we maintain inventory records that may include personal data where necessary for operational purposes.

This may include:

- Client contact information
- Warehouse instructions
- Authorised collection contacts
- Stock release authorisations
- Inventory movement records
- Collection signatures
- Delivery confirmation records
- Asset ownership information
- Inventory audit records

Our inventory management systems are designed primarily to record stock information rather than personal information, and personal data is included only where operationally necessary. Please see [Sortly Privacy Policy](#)



5.11 Supplier and Business Partner Information

We maintain information relating to our suppliers, subcontractors, freight partners and service providers, including:

- Business contact details
- Contract managers
- Operational contacts
- Finance contacts
- Health and safety contacts
- Compliance contacts
- Insurance information
- Service performance records
- Contract documentation

This enables us to manage supplier relationships and deliver services efficiently.

5.12 Recruitment Information

Where individuals apply for employment or contract opportunities with Mail Resource Logistics Ltd, we may process:

- Curriculum Vitae (CV)
- Employment history
- Qualifications
- Professional references
- Right to work documentation
- Interview notes
- Recruitment correspondence

Recruitment information is processed separately in accordance with our Employee and Recruitment Privacy Notices.

5.13 Special Category Data

Mail Resource Logistics Ltd does not routinely collect or process Special Category Data as defined under the UK GDPR and EU GDPR.

However, in limited circumstances we may process such information where it is strictly necessary and permitted by law, for example:

Health information required to facilitate safe delivery or site access;

- Dietary or accessibility requirements for event logistics;
- Information required to meet health and safety obligations;
- Data required to establish, exercise or defend legal claims.



Where Special Category Data is processed, we will ensure that an appropriate lawful basis and, where required, an additional condition under Article 9 UK GDPR or EU GDPR applies.

5.14 Information We Do Not Intentionally Collect

Our services are designed for businesses and organisations. We do not knowingly collect personal data from children or market our services directly to individuals under the age of 18.

We also do not intentionally collect information relating to an individual's racial or ethnic origin, political opinions, religious beliefs, trade union membership, genetic data, biometric identifiers, sexual orientation or criminal convictions unless required by law or necessary for a specific legal obligation.

5.15 Accuracy of Personal Data

We rely upon our customers, suppliers, business partners and other individuals to provide accurate and up-to-date information. If any personal data we hold becomes inaccurate or incomplete, we encourage you to notify us promptly so that we can update our records.

Where Mail Resource Logistics Ltd receives personal data from a customer in connection with the provision of logistics, freight forwarding, customs, warehousing or fulfilment services, we assume that the customer has obtained and shared that information lawfully and has provided any privacy information required under applicable data protection legislation.

6. How We Collect Personal Data

Mail Resource Logistics Ltd collects personal data in a variety of ways depending upon the nature of our relationship with you, the services we provide and the manner in which you interact with us.

In most cases, personal data is provided directly by you or by the organisation you represent. In other circumstances, we may receive personal data from trusted third parties where this is necessary to provide our services, comply with legal obligations or support our legitimate business activities.

We are committed to collecting personal data fairly, lawfully and transparently, ensuring that individuals understand how and why their information is used.

6.1 Information You Provide Directly

You may provide personal data directly to us when you:

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- request a quotation;
 - enquire about our services;
 - engage us to provide logistics, freight forwarding, customs brokerage or warehousing services;
 - enter into a contract with us;
 - complete forms on our website;
 - communicate with us by telephone, email or post;
 - attend meetings with our employees;
 - visit our premises;
 - register for events, webinars or exhibitions;
 - subscribe to newsletters or marketing communications;
 - submit feedback, complaints or enquiries; or
 - apply for employment or contract opportunities.

This information is generally provided voluntarily by you or by an authorised representative of your organisation.

6.2 Information Provided by Your Organisation

As a business-to-business logistics provider, we frequently receive personal data from the organisations we work with.

For example, your employer may provide us with your:

name;

- job title;
- business email address;
- telephone number;
- collection or delivery responsibilities;
- warehouse access permissions;
- purchasing authority;
- shipping instructions; or
- other business contact details.

We process this information solely for legitimate business purposes connected with the services we provide.

Where personal data is supplied by your employer or another organisation, that organisation remains responsible for ensuring that it has an appropriate lawful basis for providing your information to us.

6.3 Information Provided by Customers

In order to perform logistics, fulfilment and freight forwarding services, our customers may provide us with personal data relating to third parties, including:

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- delivery recipients;
 - collection contacts;
 - consignees;
 - consignors;
 - customs contacts;
 - exhibition stand personnel;
 - warehouse representatives;
 - authorised collection contacts;
 - purchasing contacts;
 - finance contacts; and
 - other operational representatives.

Where customers provide personal data belonging to another individual, we expect them to have complied with applicable data protection legislation, including providing appropriate privacy information where required.

Depending on the nature of the service, Mail Resource Logistics Ltd may process this information either as a Data Controller or as a Data Processor acting on behalf of our customer.

6.4 Information from Freight and Logistics Partners

As part of our international logistics network, we may receive personal data from trusted logistics partners including:

freight forwarding agents;

- courier companies;
- airlines;
- shipping lines;
- road haulage operators;
- customs brokers;
- warehouse operators;
- fulfilment partners;
- event organisers; and
- overseas logistics providers.

This information enables us to coordinate shipments, arrange collections and deliveries, complete customs formalities and provide accurate shipment tracking.

6.5 Information from Government and Regulatory Authorities

Where necessary to comply with legal obligations, we may receive information from government departments or regulatory bodies, including:

- HM Revenue & Customs (HMRC);
- Border Force;

- customs authorities in other jurisdictions;
- tax authorities;
- licensing authorities;
- regulatory agencies;
- law enforcement bodies; and
- courts or tribunals.

We process such information only where authorised or required by applicable law.

6.6 Information Generated During the Provision of Our Services

Some personal data is created as a result of providing our logistics services.

This may include:

- shipment tracking updates;
- delivery confirmations;
- proof of delivery signatures;
- warehouse inventory movements;
- stock audit records;
- customer service records;
- collection confirmations;
- delivery exceptions;
- customs clearance records;
- service performance records;
- claims handling records; and
- operational communications.

These records form part of our normal business operations and help us provide secure, accurate and efficient logistics services.

6.7 Information Collected Through Our Website

When you visit our website, certain information may be collected automatically through the use of cookies and similar technologies.

Depending upon your browser settings and cookie preferences, this may include:

IP address;

- browser type;
- operating system;
- device identifiers;
- pages viewed;
- links selected;
- date and time of visits;
- approximate geographic location;
- referral source;

- session information; and
- website performance information.

Further details are provided in our Cookie Policy.

6.8 Information from Publicly Available Sources

Where appropriate and lawful, we may obtain business contact information from publicly available sources including:

Companies House;

- professional networking websites;
- publicly available company websites;
- industry directories;
- trade exhibitions;
- conference attendee lists where lawfully supplied;
- published contact information; and
- other publicly accessible business records.

We only use such information where there is an appropriate lawful basis under applicable data protection legislation.

6.9 Information from Third-Party Service Providers

We may receive information from carefully selected third-party service providers that support our business operations.

These may include providers of:

- customer relationship management (CRM) systems;
- warehouse management systems (WMS);
- inventory management software;
- accounting software;
- payment services;
- website hosting;
- cloud computing;
- cyber security;
- telecommunications;
- email services;
- shipment tracking platforms; and
- customs management systems.

Where third parties process personal data on our behalf, they do so under contractual obligations requiring appropriate security measures and compliance with applicable data protection legislation.

6.10 CCTV and Site Access Systems



Where CCTV is in operation or visitors attend our premises, personal data may be collected through:

CCTV recordings;

- visitor sign-in records;
- vehicle registration systems;
- access control systems;
- warehouse entry logs;
- loading bay records; and
- security incident reports.

These systems help us maintain the security of our staff, customers, visitors, premises and goods.

6.11 Telephone Calls and Electronic Communications

We collect information contained within communications made with us, including:

- emails;
- telephone calls;
- letters;
- courier instructions;
- electronic forms;
- online enquiries;
- customer support requests; and
- other correspondence.

These communications may be retained where necessary for contractual performance, quality assurance, legal compliance, dispute resolution or the establishment, exercise or defence of legal claims.

6.12 Information We Do Not Seek to Collect

Mail Resource Logistics Ltd does not intentionally collect personal data that is unnecessary for the provision of our services.

We do not routinely seek:

- sensitive medical information;
- information relating to political opinions;
- religious or philosophical beliefs;
- trade union membership;
- genetic data;
- biometric data used for identification;
- information relating to sexual orientation; or
- criminal conviction data,



unless such processing is required by law, necessary to fulfil a legal obligation or authorised under applicable data protection legislation.

If such information is inadvertently provided to us and is not required for the purpose for which it was supplied, we will take appropriate steps to securely delete or anonymise it where practicable.

6.13 Data Accuracy

We take reasonable steps to ensure that the personal data we collect is accurate, complete and, where necessary, kept up to date.

We encourage customers, suppliers, business partners and other individuals to notify us promptly if their personal data changes or if they believe any information we hold about them is inaccurate or incomplete.

Where we receive personal data from third parties, we rely on those parties to ensure that the information they provide is accurate and that they have an appropriate lawful basis for sharing it with us.

7. Our Lawful Bases for Processing Personal Data

Mail Resource Logistics Ltd processes personal data only where we have a lawful basis to do so under Article 6 of the UK General Data Protection Regulation (UK GDPR) and, where applicable, Article 6 of the European Union General Data Protection Regulation (EU GDPR).

The lawful basis that applies depends upon the purpose for which we are processing your personal data and the nature of our relationship with you.

Where more than one lawful basis applies to a particular processing activity, we will rely on the basis that is most appropriate to the circumstances.

7.1 Performance of a Contract

Most of the personal data we process is necessary to perform a contract or to take steps prior to entering into a contract.

This includes processing personal data in order to:

- provide quotations for logistics services;
- arrange freight forwarding;
- organise courier collections and deliveries;
- manage warehousing and storage;
- provide inventory management services;
- process fulfilment and distribution orders;
- coordinate event logistics;
- arrange international transportation;



- complete customs brokerage services;
- manage temporary imports and ATA Carnets;
- communicate shipment updates;
- administer customer accounts;
- issue invoices;
- receive payments; and
- provide customer support.



Without this information, we may be unable to provide the services requested or fulfil our contractual obligations.

7.2 Compliance with Legal Obligations

We process personal data where necessary to comply with legal or regulatory obligations to which Mail Resource Logistics Ltd is subject.

These obligations include, but are not limited to:

- customs and border control requirements;
- import and export legislation;
- HM Revenue & Customs (HMRC) requirements;
- taxation and accounting legislation;
- anti-fraud measures;
- sanctions and trade compliance requirements;
- transport and road safety legislation;
- dangerous goods regulations;
- health and safety legislation;
- employment legislation;
- insurance obligations;
- court orders;
- requests from competent public authorities; and
- other applicable legal or regulatory requirements in the jurisdictions in which we operate.

Where personal data is required by law, failure to provide the requested information may prevent us from providing services or complying with our legal obligations.

7.3 Legitimate Interests

Mail Resource Logistics Ltd processes personal data where it is necessary for our legitimate business interests or those of our customers, provided that those interests are not overridden by the rights and freedoms of the individual concerned.

Our legitimate interests include:

- Operating Our Business
- managing customer relationships;

- 
- maintaining accurate business records;
 - coordinating logistics operations;
 - improving operational efficiency;
 - planning resources;
 - managing suppliers and subcontractors;
 - administering contracts;
 - responding to enquiries; and
 - maintaining service quality.
 - Protecting Our Business
 - preventing fraud;
 - protecting company assets;
 - maintaining cyber security;
 - securing our premises;
 - monitoring warehouse access;
 - operating CCTV systems;
 - investigating incidents;
 - enforcing contractual rights;
 - defending legal claims; and
 - managing business continuity.
 - Improving Our Services
 - analysing service performance;
 - reviewing customer feedback;
 - improving operational procedures;
 - training employees;
 - monitoring service quality;
 - developing new services; and
 - maintaining internal reporting and management information.
 - Business Communications

Where permitted by applicable law, we may contact existing customers regarding services similar to those they have previously purchased or enquired about where we believe this would be relevant to their business interests. Individuals may opt out of such communications at any time.

Whenever we rely on legitimate interests, we consider the potential impact on individuals and ensure that our interests are balanced against their rights and freedoms.

7.4 Consent

In certain circumstances, we rely upon your consent to process personal data.

Examples include:

- sending marketing communications where consent is required;
- placing non-essential cookies on our website;

- processing personal data where no other lawful basis applies; or
- obtaining testimonials or case studies where an individual is identifiable.

Where processing is based on consent:

- consent will be freely given, specific, informed and unambiguous;
- you may withdraw your consent at any time;
- withdrawing consent will not affect the lawfulness of processing carried out before consent was withdrawn; and
- it will be as easy to withdraw consent as it was to provide it.

Where consent is withdrawn, we will stop the relevant processing unless another lawful basis applies.

7.5 Vital Interests

Although unlikely to arise during our normal business operations, we may process personal data where necessary to protect the vital interests of an individual or another person.

Examples may include:

- responding to a medical emergency on our premises;
- providing information to emergency services;
- protecting an individual's life during an emergency situation; or
- complying with emergency response procedures.

This lawful basis is used only in exceptional circumstances.

7.6 Public Task

Mail Resource Logistics Ltd does not generally process personal data in the exercise of official authority or for the performance of a task carried out in the public interest.

If we are required to process personal data on behalf of a public authority under a specific legal obligation or contractual arrangement, we will do so in accordance with the applicable legal requirements.

7.7 Special Category Personal Data

Mail Resource Logistics Ltd does not routinely process Special Category Personal Data.

Where such information is required, we will only process it where both:

- an Article 6 lawful basis applies; and
- an appropriate condition under Article 9 UK GDPR and EU GDPR has been satisfied.
- Examples may include:
- complying with health and safety obligations;



- facilitating accessibility requirements;
- protecting the health and safety of visitors or employees;
- establishing, exercising or defending legal claims; or
- complying with legal obligations imposed by applicable legislation.



Additional safeguards are applied whenever Special Category Personal Data is processed.

7.8 Criminal Conviction Data

We do not routinely process information relating to criminal convictions or offences.

Where such processing becomes necessary—for example, where required by law, contractual obligations or for safeguarding purposes—we will do so only where authorised by applicable legislation and appropriate safeguards are in place.

7.9 Legitimate Interest Assessments (LIAs)

Where we rely upon legitimate interests as our lawful basis, we undertake appropriate assessments to ensure that:

- the processing is necessary;
- the legitimate interest is clearly identified;
- the rights and freedoms of individuals are fully considered; and
- suitable safeguards are implemented to protect personal data.

These assessments are reviewed periodically and whenever there is a significant change to the relevant processing activities.

7.10 Changes to the Lawful Basis

The lawful basis on which we process personal data may change where permitted by applicable law.

Where this occurs, we will ensure that any new lawful basis is appropriate, documented and communicated where required under applicable data protection legislation.

Processing Activity	Primary Lawful Basis
Providing quotations	Performance of a contract / Legitimate interests
Freight forwarding and courier services	Performance of a contract
Warehousing and fulfilment	Performance of a contract
Customs clearance and international shipping	Legal obligation and Performance of a contract



Processing Activity	Primary Lawful Basis
Shipment tracking and delivery notifications	Performance of a contract
Customer account management	Performance of a contract
Billing and payment administration	Performance of a contract / Legal obligation
Compliance with customs, tax and regulatory requirements	Legal obligation
Fraud prevention and cyber security	Legitimate interests
CCTV and site security	Legitimate interests
Website operation	Legitimate interests
Essential website cookies	Legitimate interests (or where strictly necessary under PECR)
Analytics and marketing cookies	Consent
Marketing communications	Consent or Legitimate interests, where permitted by law
Handling complaints and legal claims	Legitimate interests / Legal obligation
Recruitment	Legitimate interests / Steps prior to entering into a contract
Health and safety	Legal obligation / Vital interests (where applicable)

8. How We Use Personal Data

Mail Resource Logistics Ltd uses personal data only where it is necessary to provide our services, fulfil our contractual and legal obligations, protect our legitimate business interests, or where we have obtained the appropriate consent.

As an international logistics provider, we process personal data throughout the lifecycle of a shipment, from the initial enquiry and quotation through to delivery, invoicing, customer support and record retention.

We are committed to ensuring that personal data is used responsibly, securely and only for legitimate business purposes.

8.1 Providing Our Services

The primary purpose for which we process personal data is to deliver the logistics and supply chain services requested by our customers.

This includes:

- preparing quotations;
- accepting service bookings;
- arranging collections and deliveries;
- coordinating domestic and international transportation;
- organising air, sea and road freight movements;
- providing courier services;
- managing warehousing and storage;
- undertaking inventory management;
- providing pick and pack fulfilment;
- arranging event logistics;
- coordinating temporary imports and ATA Carnets;
- arranging white glove deliveries;
- managing reverse logistics;
- providing shipment tracking;
- confirming deliveries; and
- providing post-delivery support.

Without processing this information, we would be unable to provide many of the services our customers require.

8.2 Managing Customer Relationships

We use personal data to establish, maintain and administer our relationships with customers and prospective customers.

This includes:

responding to enquiries;

- arranging meetings;
- preparing proposals;
- negotiating contracts;
- administering customer accounts;
- maintaining contact records;
- communicating service updates;



- responding to operational queries;
- managing complaints;
- handling customer feedback; and
- providing ongoing account management.

Our aim is to maintain effective communication throughout every stage of the customer relationship.

8.3 Managing Shipments

Personal data is processed throughout the movement of goods in order to ensure shipments are transported safely, securely and efficiently.

This includes:

- scheduling collections;
- allocating transport providers;
- coordinating with freight partners;
- communicating with collection and delivery contacts;
- arranging warehouse handling;
- monitoring shipment progress;
- resolving delivery exceptions;
- obtaining proof of delivery;
- confirming receipt of goods;
- processing returns; and
- maintaining shipment records.

Where necessary, we may communicate directly with named contacts to facilitate successful collection or delivery.

8.4 Customs, International Trade and Regulatory Compliance

International freight forwarding frequently requires the processing of personal data in order to comply with customs, import, export and international trade legislation.

We may use personal data to:

- prepare customs declarations;
- complete import and export documentation;
- obtain customs clearances;
- arrange temporary imports;
- administer ATA Carnets;
- communicate with customs authorities;
- verify importer or exporter information;
- comply with sanctions screening requirements;
- satisfy regulatory reporting obligations;
- facilitate inspections;



- respond to requests from competent authorities; and
- maintain legally required customs records.

Such processing is undertaken only where necessary and in accordance with applicable legal requirements.

8.5 Warehousing, Inventory Management and Fulfilment

Where we provide warehousing or fulfilment services, personal data may be used to:

- receive inventory;
- record stock ownership;
- manage warehouse locations;
- process stock movements;
- authorise stock releases;
- manage collection appointments;
- coordinate deliveries;
- administer returns;
- investigate discrepancies;
- maintain inventory records; and
- provide inventory reporting to customers.

Where personal data forms part of inventory records supplied by customers, we process that information only in accordance with our contractual obligations.

8.6 Financial Administration

We process personal data to manage our financial and contractual responsibilities.

This includes:

- issuing quotations;
- preparing invoices;
- processing payments;
- administering credit accounts;
- managing purchase orders;
- reconciling accounts;
- collecting outstanding payments;
- maintaining accounting records;
- conducting financial audits; and
- complying with taxation legislation.



8.7 Supplier and Partner Management

Personal data relating to suppliers, subcontractors and logistics partners is used to:

- establish commercial relationships;
- negotiate contracts;
- coordinate operational activities;
- monitor service performance;
- administer supplier accounts;
- verify insurance and compliance documentation;
- process payments; and
- maintain business continuity.

8.8 Health, Safety and Security

Protecting our employees, visitors, customers, contractors, premises and goods is an important part of our business.

Personal data may therefore be processed to:

- operate visitor management procedures;
- monitor access to our premises;
- operate CCTV systems;
- investigate security incidents;
- protect company property;
- safeguard customer goods;
- maintain health and safety records;
- investigate accidents;
- support emergency procedures; and
- comply with legal health and safety obligations.

We use CCTV responsibly and only for legitimate security purposes. Further information regarding CCTV is provided later in this Privacy Notice.

8.9 Improving Our Services

We continually review our services to improve operational efficiency and customer experience.

Personal data may be used to:

- analyse operational performance;
- identify service improvements;
- investigate recurring issues;
- monitor customer satisfaction;
- review service quality;
- improve logistics processes;

- develop new services;
- train employees; and
- support business planning.

Where possible, statistical and management reporting is produced using anonymised or aggregated information.

8.10 Communicating with You

We use personal data to communicate with individuals regarding our services and business operations.

This may include:

- responding to enquiries;
- confirming bookings;
- providing shipment updates;
- issuing delivery notifications;
- requesting additional shipment information;
- responding to customer service enquiries;
- providing technical support;
- issuing operational notices;
- sending invoices;
- confirming payments; and
- communicating changes to our services.

These communications are considered an essential part of providing our contractual services.

8.11 Marketing Communications

Where permitted by law, we may use personal data to provide information regarding services that we believe may be relevant to your organisation.

This may include:

- newsletters;
- service announcements;
- industry updates;
- event invitations;
- promotional materials; and
- information regarding new or enhanced services.

We will only send marketing communications where we have an appropriate lawful basis to do so.

Where consent is required, we will obtain it before sending marketing communications, and you may withdraw your consent or unsubscribe at any time using the methods provided within the communication or by contacting us directly.



We do not sell personal data to third parties for marketing purposes.

8.12 Recruitment and Employment

Where individuals apply for employment or engagement with Mail Resource Logistics Ltd, personal data may be used to:

- assess applications;
- arrange interviews;
- verify qualifications;
- undertake pre-employment checks where appropriate;
- communicate recruitment decisions; and
- establish employment relationships.

Recruitment-related processing is governed by our Employee and Recruitment Privacy Notices.

8.13 Legal Claims and Dispute Resolution

Personal data may be processed where necessary to:

- investigate complaints;
- respond to legal claims;
- establish legal rights;
- defend legal proceedings;
- recover debts;
- investigate fraud;
- enforce contractual obligations; and
- comply with court orders or regulatory investigations.

Such processing is undertaken only where necessary and proportionate.

8.14 Business Administration

We also use personal data to support the day-to-day administration of our business, including:

- maintaining internal records;
- managing corporate governance;
- undertaking internal audits;
- complying with insurance requirements;
- maintaining information security;
- conducting risk assessments;
- administering business continuity planning;
- protecting confidential information; and
- complying with applicable legal and regulatory obligations.

8.15 Automated Decision-Making

Mail Resource Logistics Ltd does not make decisions based solely on automated processing, including profiling, where those decisions produce legal effects or similarly significant effects on individuals.

Operational systems may use automated processes to assist with activities such as shipment tracking, inventory management, route planning or customer notifications. However, these systems are used to support our services and do not replace human decision-making where significant decisions affecting individuals are concerned.

Should our use of automated decision-making change in the future, we will update this Privacy Notice and, where required, provide individuals with additional information about their rights.

8.16 Our Commitment to Responsible Use

We are committed to ensuring that personal data is:

- processed lawfully, fairly and transparently;
- collected only for specified, explicit and legitimate purposes;
- limited to what is necessary for those purposes;
- kept accurate and, where necessary, up to date;
- retained only for as long as necessary;
- protected by appropriate technical and organisational security measures; and
- processed in accordance with the principles of the UK GDPR and, where applicable, the EU GDPR.

We do not use personal data for purposes that are incompatible with those described in this Privacy Notice unless we are required or permitted to do so by law or have otherwise informed the relevant individuals.

9. International Freight Forwarding, Customs and International Data Transfers

International freight forwarding and supply chain management frequently require the transfer and processing of personal data across multiple countries and jurisdictions. As part of providing our services, Mail Resource Logistics Ltd may collect, use, share and transfer personal data internationally where this is necessary to fulfil contractual obligations, comply with legal requirements or facilitate the safe and efficient movement of goods.

We recognise that international data transfers require additional safeguards and are committed to ensuring that all personal data transferred outside the United Kingdom or, where applicable, the European Economic Area (EEA), is protected in accordance with applicable data protection legislation.

9.1 International Nature of Our Services



Mail Resource Logistics Ltd provides logistics and supply chain services to customers operating throughout the United Kingdom and internationally.

Depending upon the services requested, personal data may be processed in connection with:

- international freight forwarding;
- air freight;
- sea freight;
- road freight;
- multimodal transportation;
- courier services;
- customs brokerage;
- temporary imports;
- ATA Carnets;
- bonded warehousing;
- exhibition and event logistics;
- cross-border fulfilment;
- international returns;
- overseas warehousing;
- supply chain management; and
- international trade compliance.

The movement of goods often requires the exchange of operational information between multiple organisations in different countries.

9.2 Why International Data Transfers Are Necessary

International transfers of personal data may be necessary in order to:

- arrange international shipments;
- coordinate collections and deliveries;
- complete customs declarations;
- comply with import and export requirements;
- obtain customs clearances;
- book transportation with airlines and shipping lines;
- coordinate with overseas freight partners;
- arrange local delivery within destination countries;
- provide shipment tracking;
- investigate shipment exceptions;
- administer insurance claims;
- facilitate temporary imports;
- comply with legal reporting obligations; and
- communicate with customers and their authorised representatives.



Without these transfers, many international logistics services could not be provided.

9.3 Categories of Personal Data Transferred Internationally

Depending upon the nature of the shipment, the following categories of personal data may be transferred internationally:

- names of customer representatives;
- consignee and consignor details;
- collection and delivery contacts;
- business email addresses;
- telephone numbers;
- business addresses;
- shipment references;
- customs documentation;
- proof of delivery information;
- import and export documentation;
- transport documentation;
- shipment tracking information;
- billing contacts;
- authorised representatives;
- warehouse contacts; and
- other information necessary to complete the requested services.

We seek to ensure that only the minimum amount of personal data required for the relevant purpose is transferred.

9.4 Who We May Share Personal Data With Internationally

Where necessary, personal data may be shared with organisations involved in the movement, storage or clearance of goods.

These may include:

overseas freight forwarding partners;

- airlines;
- shipping lines;
- road haulage operators;
- courier companies;
- customs brokers;
- customs authorities;
- border agencies;
- port operators;



- 
- airport operators;
 - bonded warehouse operators;
 - third-party logistics providers (3PLs);
 - fulfilment partners;
 - exhibition venues;
 - event organisers;
 - insurance providers;
 - inspection agencies;
 - government authorities; and
 - other organisations directly involved in the provision of our services.

We share only the information necessary for the specific purpose concerned.

9.5 International Data Transfers Outside the United Kingdom and European Economic Area

In the course of providing international logistics services, personal data may be transferred to countries outside:

the United Kingdom;

the European Economic Area (EEA); or

jurisdictions recognised as providing an equivalent level of data protection.

Where this occurs, Mail Resource Logistics Ltd will ensure that an appropriate safeguard is in place before transferring personal data, unless the transfer is otherwise permitted by applicable law.

Depending upon the destination country and circumstances of the transfer, safeguards may include:

- adequacy regulations issued by the UK Government;
- adequacy decisions adopted by the European Commission;
- the UK International Data Transfer Agreement (IDTA);
- the UK Addendum to the European Commission's Standard Contractual Clauses (SCCs);
- the European Commission's Standard Contractual Clauses (SCCs);
- binding contractual obligations imposed upon our overseas service providers;
- legally recognised derogations under Article 49 UK GDPR or EU GDPR where applicable; or
- other safeguards recognised by applicable data protection legislation.

9.6 Customs and Government Authorities

International shipments frequently require the disclosure of personal data to customs authorities and other government agencies.

Depending upon the destination country, this may include:

- 
- importer or exporter details;
 - consignee information;
 - customs representative information;
 - shipment documentation;
 - commercial invoices;
 - packing lists;
 - transport documentation;
 - tax identification information where required by law;
 - temporary import documentation;
 - ATA Carnet information; and
 - other information required by customs legislation.

Mail Resource Logistics Ltd has no control over how government authorities process information once disclosure is required by law.

9.7 Overseas Logistics Partners

Mail Resource Logistics Ltd works with a carefully selected network of logistics providers and commercial partners to facilitate international transportation.

Where personal data is shared with overseas partners, we seek to ensure that they: are reputable commercial organisations;

- process personal data only for authorised purposes;
- implement appropriate technical and organisational security measures;
- comply with contractual confidentiality obligations;
- maintain appropriate data protection standards; and
- process personal data only to the extent necessary to perform the services requested.

Where partners process personal data on our behalf, we seek to ensure that appropriate contractual arrangements are in place.

9.8 Cloud Services and International Hosting

Some of the technology platforms used by Mail Resource Logistics Ltd may involve the storage or processing of personal data using cloud infrastructure.

Although many of our service providers utilise UK or European data centres, certain providers may process or support data from other jurisdictions.

Where cloud service providers transfer personal data internationally, we seek to ensure that appropriate contractual and technical safeguards are implemented to protect personal data in accordance with applicable legislation.

9.9 International Business Communications

As an international logistics provider, our employees may communicate with customers, overseas agents, customs brokers, transport providers and government authorities located around the world.

These communications may include personal data necessary to:

- arrange shipments;
- resolve operational issues;
- coordinate deliveries;
- obtain customs clearance;
- manage warehousing;
- provide shipment updates; and
- support customer enquiries.

Only information relevant to the specific business purpose will be disclosed.

9.10 International Security Measures

Regardless of where personal data is processed, Mail Resource Logistics Ltd seeks to ensure that appropriate technical and organisational measures are implemented to protect personal data.

These measures may include:

- encrypted communications where appropriate;
- secure cloud services;
- role-based access controls;
- password protection;
- multi-factor authentication where available;
- contractual confidentiality obligations;
- staff training;
- information security policies;
- secure disposal procedures;
- business continuity planning; and
- regular reviews of our information security arrangements.

9.11 Countries in Which Personal Data May Be Processed

The countries in which personal data may be processed will vary depending upon customer instructions, shipment destinations, carrier routes, customs requirements and operational needs.

Accordingly, it is not possible to provide an exhaustive list of countries.

Mail Resource Logistics Ltd may process or facilitate transfers of personal data in connection with shipments to or from any country in which we or our logistics partners operate,



provided that such processing is undertaken in accordance with applicable legal requirements.

9.12 Your Rights in Relation to International Transfers

Individuals whose personal data is transferred internationally continue to benefit from the protections afforded under applicable data protection legislation.

Subject to applicable law, you have the right to:

- request information regarding international transfers affecting your personal data;
- request details of the safeguards applied to those transfers where appropriate;
- exercise your rights of access, rectification, restriction, objection, erasure and data portability; and
- lodge a complaint with the relevant supervisory authority if you believe your personal data has been processed unlawfully.

Requests concerning international data transfers may be submitted using the contact details provided at the end of this Privacy Notice.

9.13 Our Commitment to International Data Protection

International freight forwarding depends upon the timely and secure exchange of information across global supply chains. Mail Resource Logistics Ltd is committed to ensuring that such exchanges are conducted responsibly, transparently and in accordance with applicable data protection legislation.

We regularly review our international data processing activities, supplier relationships and transfer mechanisms to ensure that appropriate safeguards remain in place and continue to meet our legal and operational obligations.

9.14 Our Role as Data Controller and Data Processor

Mail Resource Logistics Ltd may act as either a Data Controller or a Data Processor, depending on the nature of the services we provide and the personal data being processed.

The role we perform is determined by the purpose for which the personal data is processed and who determines that purpose.

Where We Act as a Data Controller

Mail Resource Logistics Ltd acts as a Data Controller where we determine the purposes and means of processing personal data for our own business operations.

This includes, but is not limited to:

- responding to enquiries and quotation requests;
- managing customer relationships;
- administering contracts;
- maintaining customer and supplier records;



- 
- processing invoices and payments;
 - managing credit control;
 - operating our website;
 - maintaining marketing preferences;
 - operating CCTV and visitor management systems;
 - complying with legal and regulatory obligations;
 - maintaining business records;
 - managing recruitment activities;
 - protecting our business, employees and premises; and
 - complying with our obligations under applicable data protection legislation.

In these circumstances, Mail Resource Logistics Ltd is responsible for determining how and why personal data is processed and for ensuring compliance with applicable data protection laws.

Where We Act as a Data Processor

In many cases, Mail Resource Logistics Ltd processes personal data solely on behalf of our customers in order to provide contracted logistics and supply chain services.

Examples include:

- storing customer inventory within our warehouse facilities;
- processing fulfilment orders;
- managing stock movements;
- preparing shipments;
- arranging collections and deliveries;
- coordinating event logistics;
- processing shipment instructions;
- managing returns;
- providing inventory management services;
- maintaining warehouse management system (WMS) records;
- processing consignee and delivery information;
- handling customer-supplied contact information; and
- undertaking other processing activities in accordance with customer instructions.

Where we act as a Data Processor, we process personal data only on the documented instructions of the relevant customer, except where we are required to do otherwise by applicable law.

Appropriate contractual arrangements are implemented with our customers to ensure that personal data is processed securely, confidentially and in accordance with the UK GDPR, the EU GDPR and other applicable data protection legislation.

Independent Data Controllers Within the Supply Chain

International freight forwarding frequently involves the disclosure of personal data to other organisations that process personal data in their own capacity as independent Data Controllers.

Depending upon the nature of the shipment, these organisations may include:

- customs authorities;
- border agencies;
- tax authorities;
- airlines;
- shipping lines;
- courier companies;
- road haulage operators;
- freight forwarders;
- customs brokers;
- insurance providers;
- port and airport operators;
- government departments;
- regulatory authorities; and
- other organisations involved in the international movement of goods.

Where personal data is disclosed to these organisations because it is necessary to provide our services or comply with legal obligations, those organisations are responsible for their own processing activities and their own compliance with applicable data protection legislation.

Mail Resource Logistics Ltd is not responsible for the privacy practices of independent Data Controllers once personal data has been disclosed in accordance with applicable law or contractual requirements.

Our Commitment to Accountability

Regardless of whether we are acting as a Data Controller or a Data Processor, Mail Resource Logistics Ltd is committed to processing personal data lawfully, fairly and transparently.

We implement appropriate technical and organisational measures to protect personal data, ensure that processing is limited to what is necessary for the relevant purpose, and work closely with our customers, suppliers and logistics partners to maintain high standards of data protection throughout the international supply chain.

10. Who We Share Personal Data With

Mail Resource Logistics Ltd treats personal data as confidential and does not sell, rent or trade personal data to third parties for their own marketing purposes.



We will only share personal data where it is necessary to provide our services, comply with our legal obligations, protect our legitimate business interests, or where we have your consent or another lawful basis to do so.

The organisations with whom we may share personal data are described below.

10.1 Customers

Where we provide logistics, warehousing, fulfilment or freight forwarding services on behalf of a customer, we may share personal data with authorised representatives of that customer to:

- administer contractual services;
- coordinate collections and deliveries;
- provide shipment updates;
- confirm deliveries;
- manage inventory;
- respond to operational enquiries;
- investigate service issues; and
- fulfil our contractual obligations.

Information shared is limited to that which is necessary for the relevant business purpose.

10.2 Freight Forwarding and Logistics Partners

To facilitate the movement of goods, we may share personal data with carefully selected logistics partners involved in the transportation, storage and handling of shipments.

These organisations may include:

- freight forwarding agents;
- courier companies;
- road haulage operators;
- airlines;
- shipping lines;
- rail freight operators;
- warehouse operators;
- fulfilment providers;
- third-party logistics providers (3PLs);
- exhibition and event logistics partners;
- specialist handling providers; and
- overseas logistics agents.

Personal data is shared only to the extent necessary for the performance of the requested services.



10.3 Customs Authorities and Government Agencies

International shipments often require personal data to be disclosed to government authorities responsible for customs, border control and international trade compliance.

Depending upon the shipment, information may be shared with:

- HM Revenue & Customs (HMRC);
- UK Border Force;
- overseas customs authorities;
- tax authorities;
- import and export licensing authorities;
- port authorities;
- airport authorities;
- regulatory agencies;
- law enforcement agencies; and
- other competent public authorities.

Such disclosures are made only where required or authorised by law.

10.4 Customs Brokers and Clearance Agents

Where customs brokerage services are required, we may share personal data with customs brokers and clearance agents acting on behalf of Mail Resource Logistics Ltd or our customers.

This enables customs declarations to be completed, regulatory requirements to be met and shipments to move efficiently through customs controls.

10.5 Suppliers and Service Providers

We engage trusted suppliers and service providers who support the operation of our business.

These may include providers of:

information technology services;

- cloud hosting;
- customer relationship management (CRM) systems;
- warehouse management systems (WMS);
- inventory management software;
- accounting software;
- payment processing;
- telecommunications;
- website hosting;



- cyber security;
- document management;
- secure data destruction;
- business continuity services; and
- professional consultancy services.

Where these organisations process personal data on our behalf, they do so under written contractual obligations requiring them to maintain appropriate security and confidentiality.

10.6 Professional Advisers

We may disclose personal data to professional advisers where necessary for legitimate business purposes.

These may include:

- solicitors;
- barristers;
- accountants;
- auditors;
- tax advisers;
- insurance brokers;
- insurers;
- compliance consultants;
- health and safety advisers; and
- other professional advisers.

Such disclosures are made only where necessary and subject to appropriate duties of confidentiality.

10.7 Financial Institutions

Where necessary to administer payments or financial transactions, personal data may be shared with:

banks;

- payment service providers;
- merchant service providers;
- finance providers;
- credit reference agencies (where appropriate); and
- debt recovery agencies.

These disclosures are made only where required for financial administration, fraud prevention or the recovery of outstanding debts.

10.8 Insurance Providers

Where shipments are insured or where claims arise, personal data may be shared with:

- insurers;
- insurance brokers;
- claims handlers;
- loss adjusters;
- surveyors; and
- legal representatives acting in connection with insurance claims.

Only information relevant to the administration of the insurance policy or claim will be disclosed.

10.9 Regulatory Authorities

We may disclose personal data where required to comply with applicable legislation or requests from competent authorities.

Examples include:

- regulatory investigations;
- statutory reporting requirements;
- legal proceedings;
- court orders;
- enforcement notices;
- fraud prevention investigations; and
- compliance audits.

We will only disclose personal data where there is an appropriate legal basis for doing so.

10.10 Corporate Transactions

If Mail Resource Logistics Ltd undergoes a merger, acquisition, business reorganisation, investment, sale of assets or other corporate transaction, personal data may be disclosed to prospective purchasers, investors, advisers or successor organisations.

Appropriate confidentiality obligations will apply throughout any such transaction, and personal data will continue to be protected in accordance with applicable data protection legislation.

10.11 Business Continuity and Emergency Situations

In exceptional circumstances, we may disclose personal data where necessary to:

- protect life or prevent serious harm;
- respond to emergencies;
- investigate criminal activity;
- protect our employees, customers or visitors;
- safeguard company property;



- maintain business continuity; or
- comply with emergency response procedures.
- Any such disclosures will be limited to what is necessary in the circumstances.



10.12 International Data Sharing

Where the provision of our services requires personal data to be shared with organisations located outside the United Kingdom or the European Economic Area (EEA), we will ensure that appropriate safeguards are implemented in accordance with the principles described in Section 9 – International Freight Forwarding, Customs and International Data Transfers.

Further information regarding international transfers and the safeguards we apply is available in that section of this Privacy Notice.

10.13 Data Minimisation

Whenever personal data is shared with another organisation, Mail Resource Logistics Ltd takes reasonable steps to ensure that:

- only the personal data necessary for the relevant purpose is disclosed;
- recipients receive only the information they require;
- appropriate contractual or legal safeguards are in place where applicable;
- confidentiality is maintained; and
- personal data is protected throughout the sharing process.

10.14 Organisations We Do Not Share Your Personal Data With

Mail Resource Logistics Ltd will not:

- sell personal data to third parties;
- rent personal data to third parties;
- disclose personal data for unrelated marketing purposes;
- permit third parties to use personal data for their own commercial marketing activities without an appropriate lawful basis; or
- share personal data in circumstances that are inconsistent with this Privacy Notice or applicable data protection legislation.

10.15 Our Commitment to Responsible Data Sharing

Whenever personal data is shared, Mail Resource Logistics Ltd seeks to ensure that the recipient has a legitimate reason to receive the information and that appropriate security, confidentiality and data protection measures are in place.

We regularly review our data sharing arrangements to ensure they remain appropriate, proportionate and compliant with the UK GDPR, the EU GDPR and other applicable legal and regulatory requirements.

11. Data Security

Mail Resource Logistics Ltd is committed to protecting the confidentiality, integrity and availability of the personal data entrusted to us.

We recognise that the security of personal data is fundamental to maintaining the confidence of our customers, suppliers, business partners, employees and other individuals whose information we process.

We implement appropriate technical and organisational measures designed to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access or any other unlawful form of processing.

Our security measures are regularly reviewed and updated to reflect changes in technology, business operations and emerging cyber security risks.

11.1 Our Security Principles

Our approach to information security is based upon the following principles:

- confidentiality of personal data;
- integrity of information;
- availability of systems and services;
- accountability for data protection;
- risk-based security management;
- data minimisation;
- secure system design; and
- continuous improvement.

These principles underpin the way in which personal data is managed throughout our organisation.

11.2 Technical Security Measures

We implement appropriate technical safeguards to help protect personal data throughout its lifecycle.

Depending upon the systems and services being used, these measures may include:

- secure cloud-based systems;
- encryption of data in transit using industry-standard protocols;
- encryption of stored data where appropriate;
- multi-factor authentication (MFA) for supported systems;
- strong password policies;
- role-based access controls;
- secure remote access technologies;



- 
- endpoint protection and anti-malware software;
 - firewalls and network security controls;
 - security monitoring and logging;
 - regular software updates and security patching;
 - vulnerability management processes;
 - secure backup solutions; and
 - disaster recovery capabilities.

Security controls are reviewed periodically to ensure they remain appropriate to the risks presented by our processing activities.

11.3 Organisational Security Measures

Technical safeguards are supported by organisational controls designed to ensure personal data is handled responsibly.

These measures include:

- documented information security policies;
- staff confidentiality obligations;
- regular data protection and cyber security awareness training;
- appropriate supervision of employees and contractors;
- secure recruitment procedures where applicable;
- access management procedures;
- incident reporting procedures;
- change management processes;
- secure disposal procedures for confidential information;
- supplier due diligence; and
- periodic review of information security practices.

Access to personal data is restricted to individuals who require it to perform their duties.

11.4 Access Control

Mail Resource Logistics Ltd operates access control procedures designed to ensure that personal data is accessible only to authorised individuals.

Access is granted based on business need and is reviewed periodically.

Where appropriate, access controls include:

- individual user accounts;
- unique authentication credentials;
- role-based permissions;
- least privilege principles;
- password management controls;
- account monitoring;
- account suspension following staff departures; and

- periodic access reviews.

Employees are prohibited from accessing personal data unless it is required for legitimate business purposes.

11.5 Physical Security

We maintain physical security measures appropriate to the nature of our business operations and warehouse facilities.

These measures may include:

- controlled access to premises;
- visitor management procedures;
- CCTV systems;
- alarm systems;
- secure office areas;
- secure warehouse facilities;
- restricted storage areas;
- secure document storage;
- controlled loading areas; and
- secure disposal of confidential waste.

Physical security measures are designed to protect both customer goods and the personal data associated with those goods.

11.6 Information Security During International Logistics Operations

As an international logistics provider, Mail Resource Logistics Ltd exchanges information with customers, carriers, customs authorities and logistics partners located throughout the world.

We seek to ensure that:

- personal data shared with logistics partners is limited to what is necessary;
- secure methods of communication are used where appropriate;
- contractual confidentiality obligations are implemented where applicable;
- international transfers are protected by appropriate safeguards; and
- overseas partners are selected with due regard to their ability to protect personal data.

Further information regarding international transfers is provided in Section 9 of this Privacy Notice.

11.7 Supplier Security

Where third-party service providers process personal data on our behalf, we take reasonable steps to ensure that they maintain appropriate standards of information security.

Depending upon the nature of the services provided, this may include:



- 
- contractual data protection obligations;
 - confidentiality requirements;
 - supplier due diligence;
 - security questionnaires;
 - review of certifications and compliance standards where appropriate;
 - ongoing supplier monitoring; and
 - periodic review of processing arrangements.

11.8 Security Incident Management

Despite the security measures we implement, no method of electronic transmission or storage can be guaranteed to be completely secure.

Mail Resource Logistics Ltd maintains procedures for identifying, investigating and responding to actual or suspected information security incidents.

These procedures include:

- prompt reporting of security incidents;
- investigation and containment;
- risk assessment;
- remediation activities;
- documentation of incidents;
- lessons learned reviews; and
- notification to affected individuals and supervisory authorities where required by applicable law.

11.9 Business Continuity and Disaster Recovery

We maintain business continuity and disaster recovery arrangements designed to minimise disruption to our operations and protect the availability of critical systems and information.

These arrangements may include:

- secure data backups;
- system recovery procedures;
- alternative working arrangements;
- resilience planning;
- testing of recovery procedures; and
- periodic review of continuity plans.

11.10 Employee Responsibilities

All employees, contractors and authorised personnel are expected to protect personal data and comply with our information security policies.

Individuals with access to personal data are required to:

- 
- process personal data only for authorised purposes;
 - maintain confidentiality;
 - report suspected security incidents promptly;
 - protect authentication credentials;
 - follow company security procedures; and
 - complete mandatory data protection and information security training.

Failure to comply with these obligations may result in disciplinary action and, where appropriate, legal action.

11.11 Data Breach Management

Where a personal data breach occurs, Mail Resource Logistics Ltd will respond promptly in accordance with its Data Breach Response Procedure.

This includes:

- assessing the nature and scope of the breach;
- taking steps to contain and mitigate its impact;
- evaluating the risks to affected individuals;
- notifying the Information Commissioner's Office (ICO) or other competent supervisory authority where required;
- notifying affected individuals where legally required; and
- implementing measures to reduce the likelihood of recurrence.

11.12 Continuous Improvement

Information security is an ongoing process.

Mail Resource Logistics Ltd regularly reviews and updates its technical and organisational security measures to ensure they remain appropriate to the nature of our business, the sensitivity of the personal data we process and the evolving threat landscape.

We are committed to maintaining a culture of continuous improvement in information security and data protection across all areas of our business.

12. Data Retention

Mail Resource Logistics Ltd retains personal data only for as long as is necessary to fulfil the purposes for which it was collected, including the provision of our services, compliance with legal and regulatory obligations, the resolution of disputes, the enforcement of contractual rights and the protection of our legitimate business interests.

We do not retain personal data indefinitely. Once personal data is no longer required, it is securely deleted, anonymised or otherwise disposed of using appropriate methods.

The length of time we retain personal data depends on the type of information, the purpose for which it is processed and any applicable legal, contractual or regulatory requirements.

12.1 Our Retention Principles

When determining appropriate retention periods, we consider a number of factors, including:

- the purpose for which the personal data was collected;
- the nature and sensitivity of the personal data;
- our contractual obligations;
- statutory and regulatory requirements;
- customs and international trade legislation;
- accounting and taxation requirements;
- insurance obligations;
- limitation periods for legal claims;
- operational requirements;
- industry best practice; and
- the potential risks associated with retaining or deleting the information.

Retention periods are reviewed periodically to ensure they remain appropriate and proportionate.

12.2 Customer Information

We retain customer contact information, account records and related business correspondence for as long as necessary to administer our contractual relationship and to comply with applicable legal and regulatory obligations.

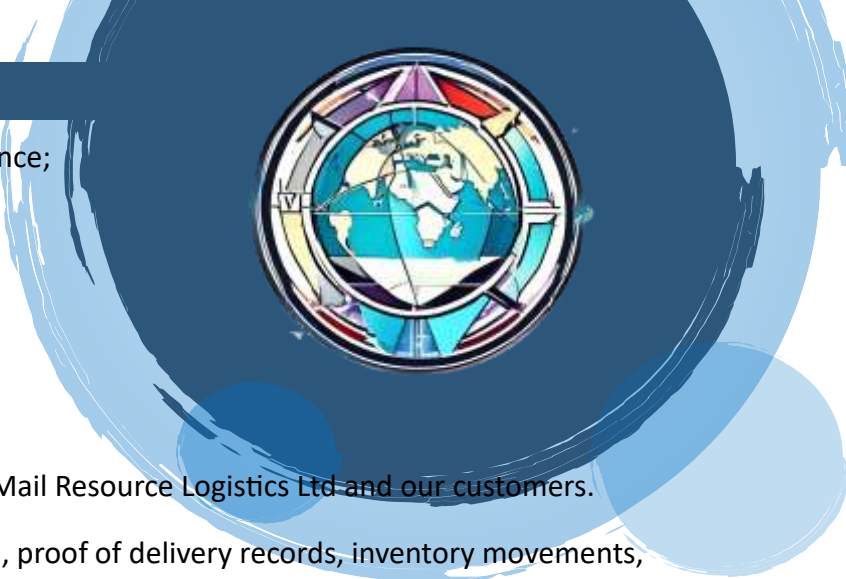
Following the end of a customer relationship, certain information may continue to be retained where required for:

- accounting purposes;
- taxation;
- customs compliance;
- insurance requirements;
- dispute resolution;
- legal proceedings;
- fraud prevention; or
- the establishment, exercise or defence of legal claims.

12.3 Shipment and Logistics Records

Operational records relating to freight forwarding, courier services, warehousing, fulfilment and logistics operations may be retained for an appropriate period to:



- 
- demonstrate contractual performance;
 - provide shipment history;
 - investigate operational issues;
 - support customer enquiries;
 - administer insurance claims;
 - comply with customs legislation;
 - satisfy transport regulations; and
 - protect the legitimate interests of Mail Resource Logistics Ltd and our customers.

This may include shipment documentation, proof of delivery records, inventory movements, transport records, customs documentation and related correspondence.

12.4 Customs and International Trade Documentation

Where required by customs, taxation or international trade legislation, we retain customs-related documentation for the period prescribed by applicable law.

This may include:

- customs declarations;
- commercial invoices;
- packing lists;
- transport documentation;
- import and export records;
- temporary import documentation;
- ATA Carnet records;
- customs correspondence; and
- regulatory approvals.

Retention periods for customs documentation may vary depending upon the jurisdictions involved and the applicable legal requirements.

12.5 Financial Records

Financial records are retained in accordance with applicable accounting, taxation and company law requirements.

These records may include:

- quotations;
- invoices;
- payment records;
- purchase orders;
- accounting records;
- credit information;
- VAT records; and
- related financial correspondence.

12.6 Marketing Information

Marketing preferences and communication records are retained until:

- an individual withdraws consent;
- an individual objects to further marketing;
- the information is no longer required; or
- applicable legal requirements require its deletion.

Where consent is relied upon, records of that consent may be retained for an appropriate period to demonstrate compliance with applicable legislation.

12.7 Website Information

Information collected through our website, including cookies and website analytics, is retained in accordance with our Cookie Policy and the settings applied to the relevant technologies.

Retention periods vary depending upon the type of cookie or technology used.

Further information is available in our Cookie Policy.

12.8 Recruitment Information

Where individuals apply for employment or engagement with Mail Resource Logistics Ltd, recruitment records are retained only for as long as necessary to complete the recruitment process and comply with applicable employment legislation.

Where applicants are unsuccessful, personal data will normally be deleted after an appropriate retention period unless:

- the applicant has consented to future opportunities;
- legal obligations require longer retention; or
- retention is necessary for the establishment, exercise or defence of legal claims.

Further information is provided in our Employee and Recruitment Privacy Notices.

12.9 CCTV and Site Security Records

CCTV recordings and visitor management records are retained only for as long as reasonably necessary to:

- protect our premises;
- investigate incidents;
- support health and safety;
- prevent crime;
- comply with legal obligations; or
- assist law enforcement where appropriate.



Unless required for an investigation or legal proceedings, CCTV recordings are routinely overwritten or securely deleted after the applicable retention period.

12.10 Legal Claims and Disputes

Where personal data is relevant to ongoing legal proceedings, insurance claims, regulatory investigations, complaints or disputes, it may be retained until the matter has been fully resolved and any applicable limitation periods have expired.

12.11 Secure Disposal of Personal Data

When personal data is no longer required, Mail Resource Logistics Ltd takes appropriate steps to ensure that it is securely destroyed, deleted or anonymised.

Depending upon the format of the information, this may include:

- secure electronic deletion;
- permanent removal from live systems;
- destruction of physical documents;
- secure disposal by authorised contractors; or
- anonymisation so that individuals can no longer be identified.

Our disposal procedures are designed to minimise the risk of unauthorised access or recovery of personal data.

12.12 Suspension of Deletion

In certain circumstances, we may temporarily suspend the deletion of personal data where this is necessary to:

- comply with a legal obligation;
- preserve evidence;
- respond to litigation;
- comply with regulatory investigations;
- satisfy insurance requirements;
- comply with court orders; or
- protect the legal rights of Mail Resource Logistics Ltd or another party.

Once the relevant requirement no longer applies, the personal data will be reviewed for secure deletion in accordance with our retention procedures.

12.13 Review of Retention Periods

Mail Resource Logistics Ltd periodically reviews the categories of personal data it holds and the retention periods that apply to them.



Where personal data is no longer required for the purposes for which it was collected, and there is no legal or legitimate reason to continue retaining it, we will securely delete or anonymise the information.



12.14 Data Retention Schedule

Mail Resource Logistics Ltd maintains an internal Data Retention Policy and Retention Schedule which specifies the retention periods applicable to different categories of records processed throughout the business.

The schedule takes account of:

- UK GDPR;
- EU GDPR;
- the Data Protection Act 2018;
- Companies Act requirements;
- HM Revenue & Customs (HMRC) requirements;
- customs and international trade legislation;
- employment legislation;
- insurance obligations;
- contractual commitments; and
- recognised industry best practice.

The schedule is reviewed regularly to ensure that retention periods remain appropriate and reflect changes in legislation, regulatory guidance and business operations.

12.15 Our Commitment to Responsible Retention

Mail Resource Logistics Ltd recognises that retaining personal data for longer than necessary increases privacy and security risks.

We are committed to ensuring that personal data is retained only for legitimate business, legal and regulatory purposes, and that secure disposal takes place once those purposes have been fulfilled.

By regularly reviewing our retention practices and maintaining documented retention schedules, we seek to ensure continued compliance with the UK GDPR, the EU GDPR and other applicable data protection legislation.

13. Your Rights

Under the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (EU GDPR), and other applicable data protection legislation, individuals have a number of rights regarding the personal data that Mail Resource Logistics Ltd processes about them.

These rights are designed to give individuals greater transparency and control over how their personal data is collected, used, shared and retained.

The rights available to you will depend upon the circumstances of the processing and the lawful basis upon which your personal data is processed.

Mail Resource Logistics Ltd is committed to respecting these rights and responding to requests fairly, transparently and in accordance with applicable legislation.

13.1 Right to be Informed

You have the right to be informed about how your personal data is collected and used.

This Privacy Notice forms part of our commitment to transparency by explaining:

- what personal data we collect;
- how we collect it;
- why we process it;
- who we share it with;
- how long we retain it;
- your legal rights; and
- how to contact us regarding privacy matters.

Where appropriate, we may provide additional privacy information at the point personal data is collected.

13.2 Right of Access

You have the right to request confirmation as to whether we process personal data about you and, where we do, to request access to that information.

Subject to applicable law, you may request:

- confirmation that your personal data is being processed;
- a copy of the personal data we hold about you;
- information about how we use your personal data;
- details of the categories of personal data concerned;
- the recipients or categories of recipients with whom your data has been shared;
- information regarding international transfers where applicable;
- the anticipated retention period; and
- information about your other privacy rights.

This is commonly referred to as a Subject Access Request (SAR).

13.3 Right to Rectification

You have the right to request that inaccurate or incomplete personal data is corrected.

If you believe that any information we hold about you is incorrect or incomplete, please contact us using the details provided in this Privacy Notice.



Where appropriate, we will update our records and, where reasonably practicable, inform relevant third parties with whom the information has been shared.

13.4 Right to Erasure

In certain circumstances, you have the right to request that your personal data is erased.

This right is sometimes referred to as the "Right to be Forgotten."

The right does not apply in every circumstance and may be limited where we are required to retain personal data in order to:

- comply with legal obligations;
- fulfil contractual commitments;
- establish, exercise or defend legal claims;
- comply with customs, taxation or accounting legislation;
- protect the rights of another individual; or
- fulfil other lawful processing purposes.

Where the right applies, we will securely delete or anonymise the relevant personal data.

13.5 Right to Restrict Processing

You may have the right to request that we restrict the processing of your personal data in certain circumstances.

For example, where:

- you contest the accuracy of the personal data;
- the processing is unlawful but you do not wish the information to be deleted;
- we no longer require the information but you require it for legal claims; or
- you have objected to processing while your objection is being considered.

Where processing is restricted, we may continue to store the personal data but will not otherwise process it unless permitted by law.

13.6 Right to Data Portability

Where processing is based upon your consent or the performance of a contract and is carried out by automated means, you may have the right to receive certain personal data in a structured, commonly used and machine-readable format.

Where technically feasible, you may also request that the information be transmitted directly to another organisation.

This right does not apply to all types of processing.

13.7 Right to Object



You have the right to object to certain types of processing, particularly where processing is based upon our legitimate interests or is undertaken for direct marketing purposes.

If you object to processing based on legitimate interests, we will carefully consider your request and will cease processing unless we demonstrate compelling legitimate grounds that override your interests, rights and freedoms or where processing is necessary for legal claims.

If you object to direct marketing, we will stop sending you marketing communications as soon as reasonably practicable.

13.8 Right to Withdraw Consent

Where we rely upon your consent to process personal data, you have the right to withdraw that consent at any time.

Examples include:

- marketing communications;
- non-essential website cookies; or
- other processing activities where consent has been obtained.

Withdrawing consent does not affect the lawfulness of processing carried out before the consent was withdrawn.

13.9 Rights Relating to Automated Decision-Making

Mail Resource Logistics Ltd does not make decisions based solely on automated processing that produce legal effects or similarly significant effects on individuals.

Should this position change in the future, we will update this Privacy Notice and provide individuals with the information and rights required under applicable data protection legislation.

13.10 Exercising Your Rights

If you wish to exercise any of your privacy rights, you may contact us using the contact details provided at the end of this Privacy Notice.

To help protect personal data from unauthorised disclosure, we may ask you to provide sufficient information to verify your identity before responding to your request.

We may also request clarification where necessary to ensure we understand the scope of your request.

13.11 Response Times

Mail Resource Logistics Ltd aims to respond to requests concerning personal data promptly and without undue delay.



In most circumstances, we will respond within one month of receiving a valid request.

Where requests are particularly complex or numerous, applicable legislation may permit an extension of up to a further two months. If an extension is required, we will inform you within the initial one-month period and explain the reasons for the delay.

13.12 Fees

Most requests relating to your privacy rights will be handled free of charge.

However, where a request is manifestly unfounded, excessive or repetitive, applicable legislation may permit us to:

charge a reasonable administrative fee; or

refuse to act on the request.

Where this applies, we will explain our decision and inform you of your rights.

13.13 Making a Complaint

If you have any concerns about how Mail Resource Logistics Ltd has processed your personal data, we encourage you to contact us first so that we have the opportunity to investigate and resolve your concerns.

If you remain dissatisfied, you have the right to lodge a complaint with the relevant supervisory authority.

For individuals in the United Kingdom, the supervisory authority is the Information Commissioner's Office (ICO).

Where processing is subject to the EU GDPR, you may also have the right to lodge a complaint with the supervisory authority in the EU Member State where you live, work or where the alleged infringement occurred.

Making a complaint will not affect any other legal rights or remedies available to you.

13.14 Our Commitment to Your Privacy Rights

Mail Resource Logistics Ltd is committed to ensuring that individuals can exercise their privacy rights easily and effectively.

We have established internal procedures for managing requests relating to personal data and regularly review these procedures to ensure compliance with applicable data protection legislation.

Where we are acting as a Data Processor on behalf of a customer, requests relating to personal data may need to be referred to the relevant Data Controller, and we will assist our



customers in responding to such requests where required under our contractual obligations and applicable law.

14 Links to Other Websites

The Mail Resource Logistics Ltd website may contain links to third-party websites, applications, platforms or online services that are provided for your convenience or to support the services we offer.

Examples may include links to:

- courier and shipment tracking services;
- logistics partners;
- customs and government authorities;
- industry organisations;
- payment service providers;
- social media platforms;
- software providers;
- event organisers;
- supplier websites; and
- other external resources relevant to our business.

The inclusion of a link to a third-party website does not constitute an endorsement of that organisation, its products, services or privacy practices unless expressly stated.

14.1 Independent Privacy Practices

Each third-party website operates independently of Mail Resource Logistics Ltd and is responsible for its own collection, processing and protection of personal data.

Once you leave our website, any personal data you provide will be subject to the privacy notice, cookie policy and terms of use of the relevant third party.

Mail Resource Logistics Ltd has no control over, and accepts no responsibility for, the content, security or privacy practices of external websites or services.

We encourage you to read the privacy information published by any third-party website before submitting personal data or using its services.

14.2 Third-Party Services

From time to time, our website may integrate or provide access to services operated by third parties.

These may include, for example:

- shipment tracking portals;
- online payment facilities;
- interactive maps;



- embedded video content;
- customer support tools;
- social media features;
- event registration platforms; or
- other externally hosted services.

Where these services are provided by independent organisations, their use will be governed by the privacy policies and terms applicable to those organisations.

14.3 Security of External Websites

Although Mail Resource Logistics Ltd takes reasonable care when selecting third-party providers and resources, we cannot guarantee the security, availability or accuracy of external websites.

Users access third-party websites at their own discretion and risk.

If you believe that a link published on our website is inappropriate, inaccurate or no longer functional, please notify us using the contact details provided in this Privacy Notice.

14.4 Linking to Our Website

Third parties may link to the Mail Resource Logistics Ltd website where such links are lawful, fair and do not damage our reputation or imply an endorsement or association that does not exist.

We reserve the right to request the removal of any link that we reasonably consider to be misleading, unlawful or otherwise inappropriate.

14.5 Changes to External Services

The third-party websites, platforms and services referenced on our website may change from time to time.

Mail Resource Logistics Ltd is not responsible for changes made by those organisations to their websites, privacy practices, services or terms of use after a link has been published.

We encourage users to review the privacy information provided by each third-party organisation whenever they visit an external website.

14.6 Our Commitment to Transparency

Where practical, Mail Resource Logistics Ltd seeks to make it clear when you are leaving our website or accessing services provided by another organisation.

We are committed to working with reputable business partners and service providers; however, each organisation remains responsible for its own compliance with applicable data protection and privacy legislation.



15. Changes to this Privacy Notice

Mail Resource Logistics Ltd may update this Privacy Notice from time to time to ensure it remains accurate, reflects changes to our business operations, complies with applicable legal and regulatory requirements, and incorporates developments in data protection best practice.

We are committed to maintaining transparency regarding how we collect, use, share and protect personal data. Where changes are made to this Privacy Notice, we will take appropriate steps to inform individuals where required by applicable law.

15.1 Why We May Update This Privacy Notice

We may amend this Privacy Notice for a variety of reasons, including:

- changes to applicable data protection legislation;
- updates to regulatory guidance;
- changes to our business activities or services;
- the introduction of new technologies or systems;
- changes to our website functionality;
- changes to our service providers or business partners;
- improvements to our information security practices;
- organisational restructuring;
- changes to our international operations; or
- clarification of existing privacy practices.

Not every update will materially affect the way we process personal data. Some changes may simply improve the clarity, accuracy or readability of this Privacy Notice.

15.2 Notification of Material Changes

Where we make material changes to the way we process personal data, we will take appropriate steps to inform affected individuals where required by law.

Depending on the nature of the change, this may include:

- publishing an updated Privacy Notice on our website;
- displaying a prominent notice on our website;
- notifying customers through their account, where applicable;
- contacting individuals by email where appropriate; or
- providing additional privacy information at the point of data collection.

The method of notification will depend on the significance of the changes and any legal obligations that apply.

15.3 Version Control



To promote transparency, each version of this Privacy Notice will include:

- the effective date of the current version;
- the date of the most recent review or update, where appropriate; and
- a version reference for internal document management.

This assists individuals in identifying whether changes have been made since they last reviewed the Privacy Notice.

15.4 Previous Versions

Where appropriate, Mail Resource Logistics Ltd may retain previous versions of this Privacy Notice for audit, legal and compliance purposes.

Historical versions may be made available upon reasonable request where required by applicable law or where they are relevant to understanding how personal data has been processed over time.

15.5 Continued Use of Our Services

Your continued use of our website or services after an updated Privacy Notice takes effect signifies that you have been informed of the revised Privacy Notice.

Where the law requires your consent for specific processing activities, we will obtain that consent separately and will not rely solely on the publication of an updated Privacy Notice.

15.6 Regular Review

Mail Resource Logistics Ltd reviews this Privacy Notice periodically to ensure that it continues to reflect:

- our business operations;
- our information management practices;
- applicable legal and regulatory requirements;
- developments in technology;
- guidance issued by supervisory authorities; and
- recognised industry best practice.

We encourage visitors to our website and users of our services to review this Privacy Notice periodically to remain informed about how we protect personal data.

15.7 Effective Date

This Privacy Notice becomes effective on the date stated at the beginning of the document and remains in force until replaced by a subsequent version.

Where significant revisions are made, the effective date will be updated accordingly.



15.8 Our Commitment to Transparency

Mail Resource Logistics Ltd is committed to maintaining an open and transparent approach to privacy and data protection.

We will continue to review and improve this Privacy Notice to ensure it accurately reflects our processing activities and provides clear information about how personal data is handled.

16. Contact Us

Mail Resource Logistics Ltd is committed to protecting your privacy and ensuring that personal data is processed lawfully, fairly and transparently.

If you have any questions about this Privacy Notice, how we process your personal data, or if you wish to exercise your rights under applicable data protection legislation, please contact us using the details below.

We will respond to all legitimate enquiries as promptly as possible and in accordance with applicable legal requirements.

16.1 Contact Details

Mail Resource Logistics Ltd

Registered Office: Unit 3, The Mill, Horton Road, Stanwell Moor, TW19 6BF, UK

Telephone: +44 (0)20- 450-21219

Email: enquiries@mailresourcelogistics.co.uk

Website: www.mailresourcelogistics.co.uk

16.2 Data Protection Enquiries

If you have any questions regarding:

- this Privacy Notice;
- the personal data we hold about you;
- how your personal data is processed;
- your privacy rights;
- international data transfers;
- data security; or
- any other data protection matter,

please contact our Data Protection Lead using the details below.

Data Protection Lead

Mail Resource Logistics Ltd

Email: dpo@mailresource.co.uk



Where appropriate, correspondence may also be sent to our registered office marked for the attention of the Data Protection Lead.

16.3 Exercising Your Rights

If you wish to exercise any of your rights under the UK GDPR or EU GDPR, including your rights to:

- access your personal data;
- correct inaccurate information;
- request erasure;
- restrict processing;
- object to processing;
- request data portability; or
- withdraw consent where applicable,

please contact us using the details provided above.

To protect your personal data, we may request reasonable evidence of your identity before responding to your request.

Where clarification is required to process your request effectively, we may contact you for additional information.

16.4 Response Times

Mail Resource Logistics Ltd aims to acknowledge privacy-related enquiries promptly.

Where your enquiry constitutes a formal data protection request under applicable legislation, we will normally respond within one calendar month.

Where permitted by law, this period may be extended for particularly complex or multiple requests. If this occurs, we will inform you within the initial response period and explain the reasons for the extension.

16.5 Complaints

We hope that we can resolve any concerns you may have regarding the way your personal data has been processed.

If you have a concern or complaint, we encourage you to contact us first so that we have the opportunity to investigate the matter and seek an appropriate resolution.

We take all complaints relating to privacy and data protection seriously and will investigate them fairly and promptly.

16.6 Information Commissioner's Office (United Kingdom)



If you are dissatisfied with our response, or you believe that we have processed your personal data unlawfully, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

The ICO is the independent supervisory authority responsible for enforcing data protection legislation within the United Kingdom.

Further information, including details of how to make a complaint, is available from the ICO.

16.7 European Union Supervisory Authorities

Where the processing of your personal data is subject to the EU GDPR, you may also have the right to lodge a complaint with the supervisory authority in:

the EU Member State where you normally reside;

the EU Member State where you work; or

the EU Member State where the alleged infringement occurred.

Nothing in this Privacy Notice affects your statutory rights to contact the appropriate supervisory authority.

16.8 Keeping Your Information Accurate

Mail Resource Logistics Ltd seeks to ensure that the personal data it holds is accurate and up to date.

If your contact details or other personal information change, we encourage you to notify us as soon as reasonably practicable so that we can maintain accurate records.

16.9 Accessibility

If you require this Privacy Notice in an alternative format due to a disability or accessibility requirement, please contact us.

Where reasonably practicable, we will make appropriate arrangements to provide the information in a format that is accessible to you.

16.10 Our Commitment to Privacy

Mail Resource Logistics Ltd is committed to maintaining the highest standards of privacy, confidentiality and information security.

We regularly review our privacy practices, policies and procedures to ensure continued compliance with applicable legislation and recognised industry best practice.

If you have any questions regarding our approach to data protection, we welcome your enquiries.

Privacy Notice Completed



This Privacy Notice forms part of Mail Resource Logistics Ltd's wider data protection and information governance framework and should be read, where applicable, alongside our:

- Cookie Policy
- Data Retention Policy
- Information Security Policy
- Data Breach Response Procedure
- Data Subject Rights Procedure
- Data Processing Agreements
- Website Terms of Use
- Records of Processing Activities (internal)
- Information Governance Policies

This Privacy Notice is reviewed periodically and updated where necessary to reflect changes in legislation, regulatory guidance and our business operations.

