

Privacy Policy / GDPR

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully in accordance with the Data Protection Act 1998 and the General Data Protection Regulations 2018 (GDPR).

We collect information about you for three key reasons:

1. To provide you with information where you have given your consent (e.g. signing up for offers, newsletters and marketing).
2. In order to process shipment information and relevant payment transactions done via our on-line payment system using WorldPay.
3. In order or to deal with a query you have asked us to answer.

If you would like to be contacted with occasional newsletters, special offers and a request to leave a review, please do let us know. Equally if you prefer not to receive any future marketing emails from us in the future, again, please do let us know.

The type of information we will collect about you includes:

Your name
Address
Phone number
Email address

We will never collect sensitive information about you without your explicit consent.

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any in-accurate information we will delete or correct them promptly.

You have the right to request that your data be deleted.

On-Line Payments:

We do not store credit card details

After your shipment and credit card/debit card payment (where relevant) has been processed, we will not e-mail you in the future unless you have given us your consent to do so.

During the on-line procedure for making payments via debit card or credit card we have no access to your credit or debit card numbers. In the case of telephone orders, any paper records of credit card or debit card numbers are safely destroyed immediately after electronic verification.

The personal information that we hold is held securely on servers in a secure office and in accordance with UK legislation.

Examples of how we use your data:

Shipment Order Processing:

We will use your name, address, email and telephone number in order to process your shipments. This includes passing this information to carriers such as DHL, FedEx, and other business partners to allow the production of shipping documentation needed to ensure your goods travel accordingly.

Marketing:

Only where you have given consent, we use your name, address and email address to send you marketing information.

Comments, Reviews and Social Media:

Comments and reviews posted on our website are identified by first name only. If you "share" your experience in working with ONE Logistics via Facebook or any other social media platform, we have no access or control over your personal settings.

We may use some technology to track the patterns of customer visits to our web-site. This can include using a 'cookie' which would be stored on your browser. You can usually modify your browser to prevent this from happening. The information collected in this way can be used to identify you unless you modify your browser settings.

If you have any questions/comments about privacy, you should contact us.