



## Data Protection & Privacy Policy

*Prepared to outline CourierForce Logistics Ltd's commitment to protecting personal data, maintaining information security, and ensuring responsible handling of information throughout its operations.*

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COURIERFORCE LOGISTICS LIMITED  
Company Registration Number: 06375736





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## **Introduction**

CourierForce Logistics Ltd recognises the importance of protecting personal data, maintaining information security, and respecting the privacy of customers, employees, suppliers, and logistics partners.

As a logistics and transport provider, the company processes information necessary to support its operational activities, customer relationships, employee management, and business administration.

CourierForce Logistics Ltd is committed to handling personal information responsibly, securely, and in accordance with applicable data protection legislation and recognised good practice.

This policy outlines our approach to data protection, privacy, information security, and the responsible management of personal information throughout our operations.



## **( 1.0 ) Company Commitment**

CourierForce Logistics Ltd is committed to:

- Protecting personal information from unauthorised access, loss, misuse, or disclosure
- Processing personal data fairly, lawfully, and transparently
- Maintaining appropriate information security controls
- Respecting the privacy rights of individuals
- Limiting access to information on a need-to-know basis
- Promoting awareness of data protection responsibilities throughout the organisation
- Continuously reviewing and improving data protection practices

## **( 2.0 ) Data Protection & Privacy Principles**

CourierForce Logistics Ltd seeks to process personal information in accordance with the following principles:

- Information should be collected for legitimate business purposes
- Personal data should be accurate and kept up to date where appropriate
- Access to information should be limited to authorised individuals
- Information should be retained only for as long as reasonably necessary
- Personal data should be protected through appropriate organisational and technical measures
- Individuals should be treated fairly and respectfully in relation to their personal information

We recognise that effective data protection requires ongoing awareness, responsibility, and good information management practices.



### **(3.0 ) Information We Process**

CourierForce Logistics Ltd may process information relating to:

- Customers and prospective customers
- Employees and contractors
- Suppliers and service providers
- Logistics partners and subcontractors
- Business contacts and stakeholders

Information processed may include contact details, business information, operational records, employment information, financial information, and other information necessary to support the legitimate operation of the business.

The company seeks to limit information collection to that which is relevant and necessary for operational purposes.

### **( 4.0 ) Lawful & Responsible Data Handling**

CourierForce Logistics Ltd is committed to ensuring that personal information is handled responsibly and for legitimate purposes.

Information may be processed in support of:

- Customer service and operational delivery activities
- Employee administration and employment management



- Supplier and subcontractor management
- Financial administration and regulatory obligations
- Business development and relationship management

The company seeks to ensure that personal information is processed appropriately and only where there is a valid business or legal basis for doing so.

#### **( 5.0 ) Information Security Measures**

CourierForce Logistics Ltd recognises the importance of protecting information from accidental loss, unauthorised access, misuse, or disclosure.

Current information security measures may include:

- Password-protected systems and devices
- Controlled access to company information
- Secure cloud-based software platforms where appropriate
- Device security and access controls
- Anti-virus and software security measures
- Regular system updates and maintenance

The company continues to review opportunities to strengthen information security as technology and business requirements develop.



## **( 6.0 ) Confidentiality & Access Controls**

Access to company information is restricted to individuals who require it for legitimate operational purposes.

Employees, subcontractors, and authorised representatives are expected to:

- Maintain confidentiality where appropriate
- Protect company and customer information
- Avoid sharing information unnecessarily
- Report suspected security concerns promptly

Confidentiality obligations apply throughout employment and, where applicable, continue after working relationships have ended.

## **( 7.0 ) Data Retention & Disposal**

CourierForce Logistics Ltd recognises the importance of retaining information only for as long as reasonably necessary.

The company seeks to:

- Maintain appropriate record keeping practices
- Periodically review retained information
- Securely dispose of information that is no longer required
- Comply with relevant legal and regulatory retention requirements



Information disposal methods will be appropriate to the sensitivity of the information concerned.

### **( 8.0 ) Third-Party Service Providers**

CourierForce Logistics Ltd may utilise third-party suppliers, software providers, contractors, and professional advisers to support business operations.

Where third-party providers process information on behalf of the company, reasonable steps will be taken to ensure that appropriate data protection and security standards are maintained.

The company seeks to work with reputable service providers that demonstrate appropriate safeguards for information security and privacy.

### **( 9.0 ) Data Subject Rights**

CourierForce Logistics Ltd recognises that individuals have rights relating to their personal information under applicable data protection legislation.

Where appropriate and applicable, individuals may have the right to:

- Request access to their personal information
- Request correction of inaccurate information
- Request deletion of information in certain circumstances
- Object to certain forms of processing
- Raise concerns regarding how information is handled

Requests relating to personal information will be considered and responded to in accordance with applicable legal requirements.





## **( 10.0 ) Training & Awareness**

CourierForce Logistics Ltd recognises the importance of data protection awareness throughout the organisation.

The company will seek to provide:

- Data protection awareness guidance
- Information security awareness
- Confidentiality and privacy guidelines
- Cyber security awareness where appropriate
- Specialist training where required to support operational, regulatory, or customer-specific requirements

Training requirements will be reviewed periodically to ensure they remain aligned with operational needs and developing information security risks.

## **( 11.0 ) Future Objectives**

Over the next 12 - 18 months, CourierForce Logistics Ltd intends to:

- Continue reviewing information security controls
- Strengthen data protection awareness across the company
- Review opportunities to improve cyber security resilience
- Maintain responsible data retention and disposal practices
- Continue developing practical and proportionate information governance measures
- Review emerging privacy and data protection requirements where relevant



CourierForce Logistics Ltd recognises that effective data protection is an ongoing process of awareness, responsibility, and continuous improvement.

## **( 12.0 ) Governance & Review**

Responsibility for data protection and privacy sits across the company.

Management, employees, subcontractors, and service providers all play a role in supporting responsible information handling and protecting personal information.

This policy will be reviewed annually to ensure it remains aligned with operational developments, regulatory requirements, technological changes, and recognised good practice.

## **( 13.0 ) Conclusion**

CourierForce Logistics Ltd recognises the importance of protecting personal information and maintaining the trust of customers, employees, suppliers, and logistics partners.

As an SME logistics provider, our approach focuses on practical, proportionate, and responsible information management practices that support both operational effectiveness and privacy protection.

Through responsible data handling, information security awareness, and continuous improvement, CourierForce Logistics Ltd is committed to maintaining high standards of data protection and privacy throughout its operations.



## ( 14.0 ) Policy Approval & Authorisation

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