

Privacy Policy (UK GDPR)

Policy for Wheels & Castors Ltd (www.wheelsandcastorsltd.co.uk)

How we handle personal data, accounts and orders.

Last updated: 19 February 2026

This document is a website policy template for publishing on WordPress/WooCommerce. Update anything shown in **[BRACKETS]** before publishing.

1) Overview

This Privacy Policy explains how we collect, use, store and share personal data when you use our website or buy from us.

Controller: **[LEGAL COMPANY NAME]**. Contact: **[EMAIL]** | **[PHONE]**.

2) What we collect

- Identity/contact: name, billing/shipping address, email, phone
- Account data: username, password (stored securely), order history
- Transaction data: what you buy, payments (processed by payment providers)
- Technical data: IP address, browser/device, cookies and analytics
- Communications: emails/messages you send us

3) Why we use your data (lawful bases)

Purpose	Examples	Lawful basis
Process orders	Payment, picking/packing, delivery, invoices	Contract
Customer support	Returns, warranty claims, queries	Contract / Legitimate interests
Fraud prevention	Payment risk checks, abuse prevention	Legitimate interests / Legal obligation
Marketing (optional)	Email offers if you opt in	Consent
Compliance	Tax and accounting records	Legal obligation

4) Sharing your data

We share data only when needed to run our business and fulfil orders:

- Couriers: APC Overnight (Next Day) and Parcelforce (name, address, contact details, parcel details)
- Payment processors: to take card payments securely (we do not store full card details)
- IT/hosting and security providers: to keep the site running and protected
- Professional advisers: accountants, insurers, legal advisers (as needed)

5) International transfers

Some service providers may process data outside the UK. Where this happens, we use appropriate safeguards (such as UK adequacy regulations or standard contractual clauses).

6) Retention

We keep data only as long as necessary. Order/invoice records are typically kept for **[X YEARS]** for tax and accounting.

7) Your rights (UK GDPR)

- Access, correction and deletion (where applicable)
- Restrict or object to certain processing
- Data portability
- Withdraw consent (where processing is based on consent)
- Complain to the ICO (Information Commissioner's Office)

8) Cookies

We use cookies and similar technologies. See our Cookie Policy for details and how to manage preferences.

9) Contact

For privacy requests, contact **[EMAIL]**. Please include your name, the email used on your account, and your request.