

Privacy and Cookies Policy

How We Collect, Use, and Protect Your Information

1. Introduction

We are committed to safeguarding the privacy of our website visitors and service users. This policy outlines how we collect, use, store, and protect your personal information, as well as how we use cookies on our website.

2. Information We Collect

- **Personal Data:** Information you provide to us, such as your name, email address, phone number, and any other details you submit through forms or direct communication.
- **Usage Data:** Details about how you use our website, including your IP address, browser type, pages viewed, and the time and date of your visit.
- **Cookies and Tracking Technologies:** Data collected via cookies and similar technologies to enhance your experience and analyse website performance.

3. Use of Your Information

We use your information to:

- Provide and maintain our services.
- Respond to your enquiries or requests.
- Improve our website and services.
- Send you information or updates you have requested.
- Comply with legal obligations.

4. Cookies Policy

Cookies are small text files placed on your device to collect standard Internet log information and visitor behaviour data. We use cookies to:

- Remember your preferences and settings.
- Understand how you use our website.
- Improve your browsing experience.

You can manage or refuse cookies through your browser settings. Please note that disabling cookies may affect website functionality.

5. Data Storage and Security

We store your personal data securely and take appropriate measures to protect it against unauthorised access, alteration, disclosure, or destruction. We only retain your information for as long as necessary to fulfil the purposes outlined in this policy.

6. Sharing Your Information

We do not sell or rent your personal information to third parties. We may share your data with trusted third-party service providers who assist us in operating our website and conducting our business, provided they agree to keep your information confidential and comply with data protection laws.

7. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request correction of inaccurate or incomplete data.
- Request deletion of your personal data, subject to legal requirements.
- Object to or restrict certain types of data processing.
- Withdraw consent where processing is based on consent.

To exercise these rights, please contact us using the details provided below.

8. Changes to This Policy

We may update this privacy and cookies policy from time to time. Any changes will be posted on this page with an updated revision date. We encourage you to review this policy periodically.

9. Contact Us

If you have any questions or concerns about this policy or how we handle your personal information, please contact us at: info@directforwarding.co.uk

For more detailed information about cookies, including guidance on how to block them, you can visit the Information Commissioner's Office (ICO) website at this link:

<https://ico.org.uk/global/cookies/>. This resource provides comprehensive insights into cookies and how to manage your preferences regarding their use.