

Self Store Cornwall Privacy Policy

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

Self Store Cornwall collects the following data:

- Personal identification information (name, email address, phone number, etc.)
- In some cases we will hold bank details as you may prefer to have a bank transfer for the return of overpayment or deposits, rather than a cheque which is our preferred process.

How do we collect your data?

You directly provide Self Store Cornwall with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.

- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

Self Store Cornwall may also receive your data indirectly from the following sources:

- In some cases where we have agreements with other companies the company office may supply us with their staff contact details, emails and telephone number.

How will we use your data?

Self Store Cornwall collects your data so that we can:

- Process your order and manage your account.
- Email you with special offers on other products and services we think you might like.

If you agree, Self Store Cornwall may share your data with our partner companies so that they may offer you their products and services.

- However, Self Store Cornwall does not currently share any customer data with any partner companies.

When Self Store Cornwall processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Self Store Cornwall securely stores your data at our premises. Data is stored in a paper file and on our computer server. The paper file is retained within our office while you are an active customer, once you vacate our premises and are no longer a customer, your file is scanned and paper copies destroyed. The scanned data is held on our server. The server is protected as it is not connected directly to the internet and therefore access cannot be found via the web. The server and computer system is also protected with ESET Security systems and a cyber specialist company Coalition.

Self Store Cornwall will keep the information you gave to assist and manage your account and also copies of invoices for a period of 8 years. Once this time period has expired, we will delete your data by removing it from our server, once deletion is performed the data will no longer be available.

Marketing

Self Store Cornwall would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- HMRC have the legal right to request any data information we may have, which we cannot refuse to give.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Self Store Cornwall from contacting you for marketing purposes or giving your data to other members of the Self Store Cornwall Group.

What are your data protection rights?

Self Store Cornwall would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Self Store Cornwall for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Self Store Cornwall correct any information you believe is inaccurate. You also have the right to request Self Store Cornwall to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Self Store Cornwall erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Self Store Cornwall restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Self Store Cornwall 's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Self Store Cornwall transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email address: [info@Self Store Cornwall.co.uk](mailto:info@SelfStoreCornwall.co.uk)

Or write to us at: Self Store Cornwall, Pendown Business Park, Truro, Cornwall TR4 9NE

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Self Store Cornwall uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Self Store Cornwall uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Self Store Cornwall uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Self Store Cornwall sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.
- Self Store Cornwall uses Google Analytics to understand and monitor how our website is used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Self Store Cornwall website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Self Store Cornwall keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 30th August 2025.

How to contact us

If you have any questions about Self Store Cornwall's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@Self Store Cornwall.co.uk

Or write to us at: Self Store Cornwall, Pendown Business Park, Truro, Cornwall TR4 9NE

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Self Store Cornwall has not addressed your concern in a satisfactory manner, you may contact the [Information Commissioner's Office](#).