

Compliance Framework

Section 29 - Data Protection & GDPR Policy

29.1 Purpose

This policy outlines how DSW Specialised Courier Ltd collects, processes, stores and protects personal and business data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The objective is to ensure that all information handled during courier operations is treated with confidentiality, integrity and security.

29.2 Scope

This policy applies to all personal data processed by DSW Specialised Courier Ltd in relation to clients, delivery recipients, suppliers and operational records. It covers information collected through bookings, communications, operational documents and electronic systems.

29.3 Types of Data Processed

- Client contact details including names, phone numbers and email addresses.
- Collection and delivery addresses.
- Delivery documentation and proof of delivery records.
- Business contact information required for service provision.

29.4 Data Protection Principles

- Personal data will be processed lawfully, fairly and transparently.
- Data will only be collected for legitimate business purposes.
- Only necessary data will be collected and retained.
- Information will be kept accurate and updated where required.
- Data will be protected against unauthorised access or disclosure.

29.5 Data Security

- Electronic information should be stored using secure devices and password protection.
- Access to client information should be limited to authorised personnel.
- Sensitive documents should not be left unattended in vehicles or public locations.
- Delivery documentation containing personal information should be handled carefully.

29.6 Data Retention

Operational records such as delivery documentation and invoices may be retained for legitimate business purposes including accounting, legal compliance and service verification. Data will not be retained longer than necessary.

29.7 Data Breach Response

In the event of a suspected data breach, the incident should be recorded and investigated promptly. Where required, appropriate steps will be taken to mitigate risk and comply with relevant reporting obligations.

29.8 Policy Review

This Data Protection and GDPR Policy may be reviewed periodically to ensure ongoing compliance with UK data protection legislation and operational requirements.