

Privacy Policy

We at Astral Couriers are totally committed to protecting your privacy. This Policy explains how we use any personal information that may be collected about you when you use our website or when you use or are a recipient of our services.

About our company

Astral Couriers Ltd (company registration :4194738) and whose trading address is at 27 Glenmore Business Park, Wend-AI Road, Blandford Forum, DT11 7FP will comply with all legal obligations when processing personal information about you and our customers.

Personal Information

We may collect personal information which we receive when you:

- use our website or other sites accessible from our website
- use our services
- contact us or
- are a recipient of our services

This may include information which you provide where you :

- contact us in writing, by email or by phone
- enter information when making an enquiry on our website
- complete one of our forms
- Information provided by live-chat

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service, and details of our services that you have used
- your company's name, your position in the company; the company's address, company's email address and telephone number
- your payment information (for suppliers)
- information collected through using our website
- details of any enquiry or complaint
- your information when signing for receipt of a parcel

Uses of your personal information:

- To provide you and other customers with services that you may request from us or selected third parties.
- To conduct credit checks
- To administer payments
- To resolve queries and complaints
- To recover debts

- To tell you about our services
- To comply with our legal obligations

Protecting your information and how long we keep it

We are committed to keeping customers' personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost.

We will only retain customers' personal information for as long as we need it to carry out a particular purpose or meet a particular obligation.

Accessing your personal information

You have certain rights with respect to the personal information we hold about you, which subject to laws, include the following:

- Request a copy of the personal data we hold about you
- Inform us of a correction to your personal data
- Exercise your right to restrict our use of your personal data
- Exercise your right to erase your personal data; or
- Object to particular ways in which we are using your personal data.

We provide customers with access to their personal information and the opportunity to amend and update their details or preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate.

Requests must be made in writing and proof of identification is required in order to protect your information. We also require sufficient details to be able locate your information.

We will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, we rely on our customers to ensure that some of the information we hold about them is accurate and up-to-date. We encourage customers to inform us of any changes to their information.

Sharing your information

Customers' information is shared with selected third parties for the following reasons:

- where services are provided together with a business partner and it is necessary to disclose the information to them in order to provide the services;
- for the prevention of fraud against us, third parties and customers;
- for the purposes of identity verification;
- for the purposes of recovering debt;
- Other third parties (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety.

Cookies and Other Tracking Technologies

We do not currently collect information about your usage and activity on our website using certain technologies, such as cookies, web beacons, and other technologies.

Marketing Preferences

We currently do not operate any marketing campaigns.

Consent

By submitting information to Astral Couriers Ltd you consent to the collection and use of this information by Astral Couriers Ltd and its Service Provider (if any) in the fulfilment of your request.

Astral Couriers Ltd may make changes to this Privacy Policy from time to time for any reason. We will publish those changes on our website on this page.

Links to Other Websites

Our Site may contain links to other websites or services that are not owned or controlled by Astral Couriers Ltd. This Policy only applies to information collected by our Site. We have no control over these third party websites, and your use of third party websites and features are subject to privacy policies posted on those websites. We are not responsible or liable for the privacy or business practices of any third party websites linked to our Site. Your use of third parties' websites linked to our Site is at your own risk, so we encourage you to read the privacy policies of any linked third party websites when you leave our Site.

CONTACT US

If you have any questions about this Policy or information we have collected about you, please contact us by email at sales@astralcouriers.co.uk or by postal mail at:

Astral Couriers Ltd.

27 Glenmore Business Park

Wend-AI Road
Blandford
DT11 7FP