



Privacy Policy

At Woody's Express we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. Only Woody's Express is collecting the information you submit to us. The information is stored on our servers and only accessed by Woodys Express. Your information will not be shared with any other company or individual. We do not use cookies on any of our systems.

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What information is being collected?

Registration to our public website

The information recorded when you register to our website is:

- Name & Address
- Telephone Number
- Email Address

Quotations, Shipments, and Drop-offs

The information recorded when you arrange a quotation, shipment, or drop-off is:

- Collection/Sender's Name & Address
- Collection/Sender's Telephone Number
- Collection/Sender's Email Address
- Any special instructions related to the collection
- Delivery/Recipient's Name & Address
- Delivery/Recipient's Telephone Number
- Delivery/Recipient's Email Address
- Any special instructions related to the delivery
- Consignment Type
- Consignment Information & Details
- Shipment/Collection Date
- Agreement to terms of service
- Agreement to accuracy of the above information

Catalogue Returns

The information recorded when you arrange a catalogue return is:

- Contact Name/Account Number
- Address
- Return Barcode

Contact Us

The information recorded when you contact us is:

- Contact Name/Company
- Address
- Phone Number
- Email
- Department your query is directed to
- Your Message

Registration for our business web portal

The information recorded when a business requests an account on our web portal is:

- Point of contact
- Company Name
- Company Address
- Telephone Number
- Email Address
- Nearest Depot
- Printer Type

Who is collecting it?

Only Woody's Express is collecting the information you submit to us. The information is stored on our servers and only accessed by Woodys Express.

How is it collected?

Information may be collected by:

- Email
- Phone
- Website
- In person at one of our depots

Why is it being collected?

Information may be collected to:

- Give you a quotation
- Ship a consignment
- Arrange a collection
- Make a payment
- Arrange a drop-off at one of our depots
- Any other request you ask us to fulfil

How will it be used?

Personal information you give us will not be used for any marketing. Customers who have registered to our website may be contacted if they have checked the "I want to receive general service news and updates."

We may contact you for your feedback once a year to comply with our ISO9001 certification.

Who will it be shared with?

Your information will not be shared with any other company or individual. The only exception is an audit conducted by our accountants to review transactions and book-keeping or a lawful request by HMRC. We do not partake in any marketing campaigns or data sharing.

What will be the effect of this on the individuals concerned?

There will be no effect on individuals. Your information will be safe with Woody's Express and will not be passed to any other company or individual.

Is the intended use likely to cause individuals to object or complain?

No, our only intention is only to fulfil your request to the company, and complete any transaction in a timely manor.

How long will information be held?

Information will be held for up to 1 year for auditing purposes to comply with our ISO9001 certification. Transactional data will be held for up to 5 years to comply with HMRC regulations.

What rights do you have to access and control the use of your information?

You have the right to

- access your personal information
- unsubscribe from marketing or withdraw any specific consents you gave us
- request a copy of the personal information that is being processed by us
- have errors in your personal information corrected
- have your personal information deleted (or altered so that you are not identifiable) or to restrict the ways in which we use your information – but in either case, only under specific circumstances prescribed by law
- lodge a complaint with your local data protection authority

How you can exercise these rights?

You can contact our Customer Care & IT Department to exercise any of the rights listed above by going to the Contact Us page on woodys-express.com website. Our IT Department can be contacted directly with any queries on it@woodys-express.com or 01851701988

How do we protect your information?

We maintain physical, electronic, and procedural safeguards designed to help us protect your personal information. For example, we use TLS technology (Transport Layer Security) to encrypt your data when you use our website.