

HERLA 3PL LTD

PRIVACY STATEMENT

Effective Date: 27 August 2026

Document Version: 1.0

HERLA 3PL Ltd

Unit 3 Harlaxton Business Park

Main Road

Harlaxton

Grantham

Lincolnshire

NG32 1HQ

United Kingdom

Website: www.3pl.org.uk

1. ABOUT THIS PRIVACY STATEMENT

HERLA 3PL Ltd ("HERLA", "we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Statement explains how we collect, use, store and protect personal information when you visit our website, contact us, request information or a quotation, become a customer or supplier, use our warehousing, fulfilment, storage, distribution or logistics services, communicate with us, or otherwise interact with HERLA.

This Privacy Statement applies to personal information processed by HERLA in connection with its business activities.

2. WHO IS RESPONSIBLE FOR YOUR PERSONAL DATA?

HERLA 3PL Ltd is the data controller for personal information which we process for our own business purposes.

Our contact details are:

HERLA 3PL Ltd

Unit 3 Harlaxton Business Park

Main Road

Harlaxton

Grantham

Lincolnshire

NG32 1HQ

United Kingdom

Website: www.3pl.org.uk

If you have a question about how we use your personal information, please contact us using the contact details published on our website.

3. INFORMATION WE MAY COLLECT

3.1 Contact information

This may include your name, job title, company name, business address, email address, telephone number and other business contact details.

3.2 Customer and supplier information

Where you are a customer, supplier or business contact, we may collect account information, billing and invoicing information, purchase orders, quotations, contractual information, delivery and collection information, warehouse and logistics instructions, correspondence, service requirements and information necessary to administer our commercial relationship.

3.3 Delivery and logistics information

Where necessary to provide our Services, we may process delivery and collection addresses, recipient names, delivery contact details, delivery instructions, order references, shipment information, pallet or consignment information and information required by carriers or logistics partners.

3.4 Website information

When you visit our website, we may collect technical information such as IP address, browser type, device type, operating system, pages visited, approximate location derived from IP address, referring website, website usage information and information collected through cookies or similar technologies.

3.5 Communications

We may retain records of communications between you and HERLA, including emails, telephone records where lawfully recorded, quotation enquiries and other correspondence.

4. HOW WE COLLECT PERSONAL INFORMATION

We may collect information directly from you; from your employer or the organisation you represent; when you submit an enquiry through our website; when you request a quotation; when you enter into a contract with us; when you communicate with us; from customers or suppliers in connection with the provision of Services; from delivery and logistics partners; from publicly available business information; and through cookies and other website technologies.

5. HOW WE USE PERSONAL INFORMATION

We may use personal information to respond to enquiries; provide quotations; establish and manage customer and supplier relationships; provide warehousing and logistics Services; arrange collections and deliveries; process orders; administer customer accounts; issue invoices and collect payments; communicate about Services; manage complaints and claims; maintain business records; manage our website; improve our Services; maintain the security of our systems and premises; prevent fraud and misuse; comply with legal and regulatory obligations; and establish, exercise or defend legal claims.

6. OUR LAWFUL BASES FOR PROCESSING

We will only process personal information where we have a lawful basis under applicable data protection legislation.

Depending on the circumstances, this may include contract, legal obligation, legitimate interests and consent.

Where processing is based on consent, you may withdraw your consent at any time. Withdrawal does not affect processing carried out before consent was withdrawn.

7. DIRECT MARKETING

We may contact existing customers and business contacts about HERLA's Services where permitted by applicable law. We will provide an appropriate means of opting out of marketing communications.

Where consent is legally required, we will obtain that consent before sending marketing communications. You may ask us to stop sending marketing communications at any time.

8. WHO WE MAY SHARE INFORMATION WITH

We may share personal information where necessary to operate our business and provide our Services. This may include delivery and transport companies, subcontractors, warehouse and logistics service providers, IT and software providers, website and hosting providers, payment providers, accountants and auditors, insurers and insurance advisers, professional advisers, legal advisers, debt recovery providers, government bodies and regulators, and courts or law enforcement authorities where legally required.

We do not sell personal information to third parties.

9. INTERNATIONAL TRANSFERS

Where personal information is transferred outside the United Kingdom, we will take appropriate steps to ensure that the transfer is lawful and that appropriate safeguards are in place.

10. HOW LONG WE KEEP PERSONAL INFORMATION

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected. The period depends upon the nature of the information and our relationship with you.

We may retain information for the duration of a customer or supplier relationship, the period necessary to administer a contract, periods required for accounting and tax purposes, periods required to deal with potential claims or disputes, and longer periods where required by law.

When personal information is no longer required, we will securely delete, destroy or anonymise it where appropriate.

11. INFORMATION SECURITY

HERLA takes reasonable technical and organisational measures to protect personal information against unauthorised access, accidental loss, destruction, alteration, disclosure and other unlawful or unauthorised processing.

Access to personal information is restricted to those who have a legitimate business need to access it. However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

12. YOUR DATA PROTECTION RIGHTS

Subject to applicable legal conditions and exemptions, you may have the right to request access to personal information, correction of inaccurate information, deletion, restriction of processing, objection to certain processing, data portability, withdrawal of consent and objection to direct marketing.

You also have the right to complain to the UK's data protection regulator, the Information Commissioner's Office (ICO), if you believe your personal information has been handled unlawfully.

13. REQUESTING ACCESS TO YOUR INFORMATION

If you wish to exercise your data protection rights, please contact HERLA using the contact details published on www.3pl.org.uk. We may need to verify your identity before responding. We will normally respond within the applicable statutory time period.

14. CHILDREN

HERLA's Services are intended for businesses and adults. We do not knowingly collect personal information from children through our website for the purpose of providing services to them.

15. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites. HERLA is not responsible for the privacy practices, security or content of third-party websites. You should review the privacy policies of those websites before providing personal information.

16. COOKIES

Our website uses cookies and similar technologies. Wix's platform places essential cookies for security, stability, performance and core site functionality. If HERLA enables analytics, marketing or other non-essential technologies, these will be used only in accordance with applicable consent requirements. Please see our separate Cookies Policy for details.

17. CHANGES TO THIS PRIVACY STATEMENT

We may update this Privacy Statement from time to time to reflect changes in our business, Services, technology, legislation or regulatory guidance. The latest version will be published on our website.

18. CONTACT US

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