

Privacy Notice

Our Privacy Notice explains how The Post Vault Ltd (“we”, “us”, “our”) collects, uses, and protects your personal information, and sets out your privacy rights under UK data protection law (including the UK GDPR and Data Protection Act 2018).

Personal information includes anything that identifies you directly or indirectly—such as your name, address, ID, images (including CCTV), contact details, and interactions with us.

1. Who we are

The Post Vault Ltd (“The Post Vault”, “we”, “our”, “us”) is registered in England and Wales.

Company number: 16394455

ICO Registration Number: CSN5350203

FCA Registration Number: 1036295

Registered office: 12 Oxford Street, Bolton, BL1 1RF

Website: www.thepostvault.co.uk

Email: info@thepostvault.co.uk

We are the data controller for the purposes described in this privacy notice.

If you have any questions about this notice, your personal data, or wish to exercise your rights, please contact our Data Protection Officer at:

Email: info@thepostvault.co.uk

Address: Data Protection Officer, The Post Vault Ltd, 12 Oxford Street, Bolton, BL1 1RF

If you’re not satisfied with how we manage your personal data, you can complain to the Information Commissioner’s Office (ICO) at www.ico.org.uk.

2. Our collection and retention of personal data

We collect personal data when you:

- Contact us by phone, email, online, or in person
- Apply for or use our safe deposit box or vault services
- Visit our premises (including CCTV recordings)
- Take part in customer surveys or provide feedback
- Interact with our website or social media channels

We may retain your personal data for as long as necessary to meet legal, regulatory, and business requirements—typically up to seven years after the end of your relationship with us.

3. The purposes and lawful basis for processing

We process your personal data under the following lawful bases:

Purpose: To provide and manage your safe deposit or storage services

Lawful basis: Contractual performance

Purpose: To verify your identity and ensure security and access control

Lawful basis: Legal obligation / Legitimate interest

Purpose: To prevent and detect fraud or criminal activity

Lawful basis: Legal obligation / Public interest

Purpose: To comply with anti-money laundering (AML) and regulatory requirements

Lawful basis: Legal obligation

Purpose: To communicate with you regarding your account or services

Lawful basis: Contractual performance

Purpose: To improve our services and customer experience

Lawful basis: Legitimate interest

Purpose: To send you information about products and services (if you've consented)

Lawful basis: Consent / Legitimate interest

Purpose: To manage our business operations and internal administration

Lawful basis: Legitimate interest

Purpose: To protect and enforce our legal rights

Lawful basis: Legal obligation / Legitimate interest

4. Sensitive personal data

We may collect limited special category data, such as biometric data (e.g. photo ID) or health information to make accessibility adjustments. Where required, we will seek your explicit consent before processing this information.

5. Joint applications

If you share a safe deposit box or account jointly with another person, both parties will have access to the account. You must ensure you have their permission to provide their details.

6. Law enforcement, fraud prevention and other agencies

We may share information with law enforcement, regulatory, and fraud prevention agencies when required by law or to prevent crime, money laundering, or terrorism. If false or inaccurate information is provided and fraud is identified, details may be passed to such agencies.

7. Use of cookies

Our website uses cookies and similar tracking technologies to improve your browsing experience and analyse site performance. You can manage or disable cookies in your browser settings. For more details, visit www.thepostvault.co.uk/cookies.

8. Keeping your information up to date

Please keep your details accurate and inform us promptly of any changes. You can contact us at info@thepostvault.co.uk to update your information.

9. Your rights

Under data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request erasure of your data (where legally permissible)
- Restrict or object to processing in certain circumstances
- Request a copy of your data in a portable format
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the ICO

We will respond to all valid requests within one calendar month.

10. Further processing

If we need to use your data for a new purpose, we will notify you and explain the lawful basis before doing so.

11. Sharing your information

We may share your personal information with:

- Service providers assisting us in operations (IT, security, maintenance, hosting, communications)
- Professional advisers such as auditors, insurers, or legal representatives
- Regulators, authorities, or law enforcement (as required by law)
- Technology providers (e.g. website analytics or email service providers)

All third parties are bound by confidentiality and data protection obligations.

12. Processing personal data outside of the UK and EEA

If your data is transferred outside the UK or EEA, we ensure appropriate safeguards are in place, such as UK-approved Standard Contractual Clauses or equivalent protections.

13. Automated decisions

We do not make automated decisions that have legal or significant effects on individuals. Any key decisions involving your account or services are reviewed by a human.

14. Preventing crime

We use CCTV and identity verification to protect our premises, staff, and customers. Your information may be shared with authorities for crime prevention and investigation purposes.

15. Recording calls and video services

Calls and video communications may be recorded for:

- Security and verification
- Staff training and quality assurance
- Dispute resolution and compliance

Recordings are kept securely and deleted in accordance with our retention policy (typically within 3 years).

16. CCTV

CCTV operates within our premises for safety, security, and crime prevention. Recordings are retained for up to 90 days, unless required longer for an investigation or legal matter.

17. Social networking sites

We maintain official pages on social media platforms (e.g. Instagram, LinkedIn, X/Twitter). These pages are public — avoid posting personal details or account information. Messages sent via social media may be retained by the platform provider in accordance with their policies.

The Post Vault Ltd is committed to safeguarding your privacy and maintaining the security of your personal information.

If you have any questions or wish to exercise your data protection rights, please contact:

Email: info@thepostvault.co.uk

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