Privacy Policy

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Company Name: GHL Liftrucks Ltd
Website: www.granthandling.com

1. Introduction
GHL Liftrucks Ltd is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you visit our website or engage with our services.
By using our website, or engaging with us you agree to the terms of this Privacy Policy.

2. Who We Are
We are GHL Liftrucks Ltd, the **Data Controller** responsible for your personal data under UK data protection laws.
Contact Details:
GHL Liftrucks Ltd
Sheet Stores Industrial Estate
Off Fields Farm Road
Long Eaton
NG10 1AU
Email: Privacy@granthandling.com
ICO Registration Number: ZA121908

3. What Personal Data We Collect
We may collect and process the following types of personal data:

- Name, email address, phone number
- Billing and delivery address
- Payment details (processed securely via third-party providers)
- Order history and preferences
- IP address, browser type, and device information
- Communications and correspondence with us

4. How We Use Your Data
We use your personal data to:

- Process and deliver your orders
- Communicate with you about your purchases or inquiries
- Provide customer support
- Improve our website and services
- Comply with legal and regulatory obligations
- Send marketing communications (with your consent)

5. Legal Basis for Processing
We process your personal data under the following lawful bases:

- **Contractual necessity** – to fulfil your orders and provide services
- **Legal obligation** – to comply with tax, accounting, and regulatory requirements
- **Legitimate interests** – to improve our services and prevent fraud
- **Consent** – for marketing communications (you can withdraw consent at any time)

6. Sharing Your Data
We do not sell your data. We may share it with:

- Delivery and logistics partners (acting as Data Processors)
- Payment service providers
- IT and hosting providers
- Regulatory or legal authorities when required

All third-party processors are bound by data protection agreements and act only on our instructions.

7. International Transfers
We do not transfer your personal data outside the UK or EEA unless adequate safeguards are in place, such as Standard Contractual Clauses or an adequacy decision.

8. Data Retention
We retain your personal data only as long as necessary to fulfil the purposes outlined in this policy or to comply with legal obligations. After that, data is securely deleted or anonymised.

9. Your Rights
You have the right to:

- Access your personal data
- Request correction or deletion
- Object to or restrict processing
- Withdraw consent at any time
- Lodge a complaint with the ICO

To exercise your rights, contact us at Our Data protection email address Privacy@granthandling.com

10. Data Security
We implement appropriate technical and organisational measures to protect your personal data from loss, misuse, unauthorised access, disclosure, or alteration.

11. Cookies
Our website uses cookies to enhance your browsing experience. You can manage your cookie preferences through your browser settings. For more details, see our [Cookie Policy].

12. Changes to This Policy
We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.