

This notice explains what personal information Hull Storage & Interiors Ltd collects, why we collect it, who we share it with and what your rights are. It covers our websites, hsil.uk and hsil.co.uk, and our dealings with customers, suppliers and enquirers.

Document	Version	Issued	Next review
HSIL-POL-005	5.1 (Issue 21)	01/10/2026	01/10/2027
Policy owner	Approved by	Applies to	Status
James Smith	James Smith	Anyone we deal with	Current

1. Who we are

Hull Storage & Interiors Limited is the controller of the personal information described in this notice.

Contact	Details
Write to	The Directors, Hull Storage & Interiors Ltd, Taurus House, Valley Drive, Kirk Ella, East Yorkshire, HU10 7PW
Telephone and email	01482 218060 · sales@hsil.co.uk

2. What we collect, and why

Information	Why we use it	Lawful basis
Name, job title, organisation and contact details	To answer enquiries, quote, and supply, deliver and install your order	Contract
Order, delivery, invoice and payment records	To take payment, keep our accounts and deal with returns and queries	Contract; legal obligation
Credit applications, references and credit checks	To decide whether to offer credit, and to manage the account	Legitimate interests
Emails, letters, call notes and enquiry forms	To deal with your request and keep a record of what was agreed	Legitimate interests
Website data, such as IP address and pages visited	To keep our websites secure and working, and to see how they are used	Legitimate interests, or consent
Marketing preferences	To send business contacts news and offers they would expect from us	Legitimate interests

We do not ask for sensitive personal information, and our websites are not aimed at children. Card payments are processed by our payment provider.

3. Where we get it

Most of it comes from you, or from a colleague at your organisation when they place an order. We may also receive information from credit reference agencies, trade referees and public sources such as Companies House.

4. Who we share it with

We share only what is needed, with:

- ❑ suppliers and carriers, so that goods can be delivered to you, often direct from the supplier
- ❑ subcontractors who install what you have ordered
- ❑ payment providers, banks and credit reference agencies
- ❑ companies that host or support our websites, email and accounts systems
- ❑ our professional advisers and insurers
- ❑ regulators, courts and the police, where the law requires it

We do not sell personal information. Organisations that process it for us may do so only on our instructions.

5. Sending information abroad

Some of our service providers may store information outside the UK. Where they do, we rely on the safeguards the law provides, such as adequacy regulations or approved contract terms.

6. How long we keep it

Record	How long
Orders, invoices and accounts records	Six years after the end of the financial year
Enquiries and quotations that do not become orders	Up to two years
Credit account files	While the account is open, and six years after it closes
Marketing contacts	Until you opt out
Website logs	Up to twelve months

7. Your rights

You can ask us to:

- ❑ give you a copy of the personal information we hold about you
- ❑ correct information that is wrong or incomplete
- ❑ delete it, or limit how we use it, where the law allows
- ❑ stop using it for marketing, at any time: every marketing email has an unsubscribe link
- ❑ stop any other use that relies on our legitimate interests
- ❑ pass it to you or another organisation in a common electronic format

Where we rely on your consent, you can withdraw it at any time. To use any of these rights, contact us using the details in section 1. There is normally no charge, and we will reply within one month.

8. Complaints

If you are unhappy with how we have used your information, please tell us first. We will acknowledge your complaint within 30 days and reply without undue delay. Our Data Protection Complaints Procedure, on our website, explains how.

You can also complain to the Information Commissioner's Office, which normally expects you to have raised the matter with us first.

Information Commissioner's Office

Details

Website	ico.org.uk/make-a-complaint
Helpline	0303 123 1113
Address	Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

9. Cookies

Our websites use cookies. Our Cookie Policy explains which ones, and how to control them.

10. Changes to this notice

We review this notice every year, and when the way we use personal information changes. The current version is always the one published on our website.