**Privacy Policy**

**Last Updated: June 2025**

At **Dream Couriers Limited**, we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

**1. Who We Are**

**Dream Couriers Limited**
Company Number: **12855046**
Registered Address: **408 Alexandra Avenue, Harrow, England, HA2 9TR**
Email: **info@dreamcouriers.co.uk**

We are the data controller of your personal information.

**2. What Data We Collect**

We may collect and process the following data:

* Name, address, phone number, and email address
* Delivery and billing addresses
* Payment details (via secure third-party processors)
* IP address and browser information (when using our website)
* Parcel details and delivery instructions

**3. How We Use Your Data**

We use your data to:

* Fulfil delivery bookings
* Process payments and issue invoices
* Contact you regarding your order or delivery
* Improve website functionality and customer experience
* Comply with legal obligations

We do **not** sell your data to third parties.

**4. Legal Basis for Processing**

Our legal basis for processing your personal data is:

* Performance of a contract
* Compliance with legal obligations
* Legitimate interests (e.g. customer service, analytics)

**5. Data Retention**

We retain your data only for as long as necessary:

* Booking and delivery data: up to 7 years for accounting
* Website visit data: 26 months (Google Analytics)
* Marketing preferences: until you unsubscribe

**6. Your Rights**

Under UK GDPR, you have the right to:

* Access your personal data
* Request correction or deletion
* Object to or restrict processing
* Request data portability
* Withdraw consent (where applicable)

To exercise your rights, contact us at **info@dreamcouriers.co.uk**.

**7. Data Security**

We use SSL encryption, secure servers, and access controls to protect your data.

**8. Sharing Your Data**

We only share data with trusted service providers (e.g. payment processors, delivery partners) who comply with UK data protection laws.

**9. Changes to This Policy**

We may update this Privacy Policy. Changes will be posted on our website with an updated effective date.