



Storer Check Data Protection and Contest of Listing

This notice explains how information about you is collected and used by Storer Check and how you can access or amend your personal data

We take your privacy very seriously and we ask that you read this policy carefully as it contains important information on:

- the personal information we collect about you
- what we do with your information, and
- who your information might be shared with.

Definitions

For the purposes of this document the following definitions apply

Storage Company – A self storage business with stores in the UK that is a member of the Self Storage Association United Kingdom (SSA UK) and has subscribed to use the Storer Check service and abides by its conditions of use.

Customer – Any person or business who has used self storage in a Storage Company and consented to be listed on the Storer Check database or have their details checked against the database as party of the terms and conditions of the storage contract they entered into with the Storage Company.

Listing – An entry on the Storer Check database that contains personal information of the Customer.

Listee – A person or business who has been listed onto the Storer Check database by a Storage Company.

Storer Check Database – A list of Self Storage Company Customers that have breached the Storer Check Conditions for Listing. This database is managed by the Self Storage Association United Kingdom (SSA UK).

Conditions For Being Listed – The conditions that a customer can be listed onto the Storer Check database by a Storage Company. They are as follows :

- Customer failed to pay their storage fees for an extended period and got to the sell up stage where goods were sold or disposed of.
- Customer was found to be conducting criminal activity on site such as stealing goods, attempting to steal goods, storing illegal items.
- Constantly late payer - Customer has been in 30 days arrears for at least 60 days but does not get to sell up date
- Customer was abusive to staff or other customers
- Customer damaged property, damage to unit, gates, corridors etc
- Customer left goods in the unit after contract had expired
- Customer was found to be storing prohibited goods
- Customer breached contract in manner, other than specified in other categories, such as operating business from unit without permission, residing in unit, charging batteries in unit, using unauthorised power etc

Our Website –<https://storercheck.uk/>

Who we are

Storer Check is a 'data controller' for the purposes of the General Data Protection Regulations. This means we are responsible for, and control the processing of your personal information. The person responsible for how we handle personal information is Bryony Pearson who can be contacted at admin@ssauk.com

What information we collect

Personal information provided by you

We collect personal information about you (such as your name, address, email address, phone numbers, when you contact us to request information about your listing on Storer Check. We also collect personal information when you contact us through our website or via email. Our website uses cookies (see "Use of cookies" section below) and collects IP addresses (which is a number that can uniquely identify a specific computer or other device on the internet).

Personal information provided by Storage Companies

Storage Companies may add your personal details to the Storer Check Database if you are a Customer and breach the Conditions For Listing. This may include your name, phone number, address, email address and personal identification document numbers, along with the details on the reason you were listed on the Database

Sensitive personal information

We will not ask you to provide sensitive personal information other than if you have committed a criminal offence and this criminal offence directly relates to your Listing on the Storer Check database that you are contesting. Sensitive personal information includes information relating to:

- your ethnic origin
- your political opinions
- your religious beliefs
- whether you belong to a trade union
- your physical or mental health or condition
- your sexual life, and
- whether you have committed a criminal offence

We will only collect your sensitive personal information with your explicit consent.

Children

We do not knowingly collect personal data relating to children under the age of 16. If you are a parent or guardian of a child under the age of 16 and think that we may have information relating to that child, please contact us at admin@ssauk.com. We will ask you to prove your relationship to the child, if you do so you may (subject to applicable law) request access to and deletion of that child's personal data including any listing on the Storer Check Database.

How will we use the information about you?

We collect information about you for a number of reasons including:

- identifying you and managing any Listings you have in the Storer Check Database

- to contact you for reasons related to any contact you have made with us through our website or other means.
- notify you of any changes to our website, terms and conditions or to our services that may affect you
- resolve disputes

When will we contact you?

We may contact you if you are Listed on the Storer Check Database. We may also contact you if you have requested information about your listing or are contesting a listing.

Who your information might be shared with

We do not share your personal information with any third parties, including Storage Companies. Storage Companies may search the Storer Check Database using information they have. This may result in a confirmation that you are Listed on the Storer Check Database, but no personal information is released in this process that was not already provided by the Storage Company in the search.

We may also share your information with law enforcement or government agencies in connection with any investigation to help prevent or detect unlawful activity or any person or agency if we need to share that information to comply with the law or to protect the health and safety of any person.

Only senior Self Storage Association United Kingdom (SSA UK) administration staff have the ability to browse data in the Storer Check Database which is required for the legitimate interests of maintaining the Database and dealing with any challenges to listings.

Keeping your data secure

We have strict security and confidentiality procedures covering the storage and disclosure of your information in order to keep it safe and to prevent unauthorised access. We only allow certain authorised employees to have access to your personal information who need to use it to fulfil their job responsibilities. These employees are trained in the proper handling of customer information. Employees who do not comply with our internal rules are subject to our usual disciplinary procedures. Data is stored on GDPR compliant servers with appropriate protection.

While we will use all reasonable efforts to keep your personal data safe, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us.

How long do we keep your personal information?

We will hold your personal information on our system for as long as is necessary for the service you have requested or for the length of time set out in any contract between us, unless you have told us you want us to remove you from the system.

Listings on the Storer Check database are kept for a period of 5 years from the time that the Conditions For Being Listed occurred. If this occurrence was over a period of days it is 5 years from the completion of the occurrence or the time the listing was entered into the database, whichever occurs first.

What rights do you have?

Right to request a copy of your information

You can request to know if you are on the Storer Check Database and get a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or all of it, please:

- email us or use the contact form on Our Website
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- details of any Storage Company that you were a Customer of.

We will not charge any fee for this service unless multiple requests for the same or similar information are made in a 12 month period.

A response will be sent no later than 3 weeks after we receive such a request.

Right to challenge a Listing on the Storer Check Database

If you believe you have been incorrectly listed on the Storer Check Database then you can appeal this listing by providing details on why you believe the listing is incorrect along with proof of our identification. These must be supplied in writing to admin@ssauk.com. We may contact you for further information if required to investigate the listing. You can only appeal a listing of your personal information or someone that you have the legal authority to act on their behalf; you cannot appeal on behalf of a third party.

The initial investigation will be completed by the Self Storage Association United Kingdom (SSA UK) and will be completed no later than 6 weeks after the request is received unless further information has been requested of the Customer, in which case the timeline will be extended by each day beyond 5 days that the Customer takes to respond to such a request.

After the initial investigation the Customer will be advised of the outcome which will be to either

- Remove their listing from the Database
- Amend their listing on the Database
- Refute the challenge and retain the listing on the Database

The Customer can appeal this decision and have it heard by the representative of a UK legal firm of the choosing of the Self Storage Association United Kingdom (SSA UK). The Customer must pay a £400 fee to the legal firm for this appeal which will be fully refunded to the Customer if the original decision is not upheld in its entirety.

This process does not limit the Customer's rights under UK Consumer Protection Legislation where applicable.

Right to be forgotten

The Customer's data is stored on the Storer Check Database for legitimate purposes and was consented for this use when the Customer agreed to use the service of the Storage Company under the terms and conditions of their storage contact. As such, the Customer does not have the right to have their data removed from the Database other than through the right to challenge the listing as described in this document.

Personal information held by Storer Check or the Self Storage Association United Kingdom (SSA UK) that is not held as part of a Listing in the Storer Check Database will be removed following a request in writing from the person whose data it is or their legal representative.

Use of cookies

A cookie is a small text file which is placed onto your computer (or other electronic device such as a mobile telephone or tablet) when you use our website. We use cookies and on our website and may also use other

similar tracking technologies such as web beacons, action tags, Local Shared Objects ('Flash cookies') or single-pixel gifs on our website. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify you individually. We use analysis software to look at IP addresses and cookies to improve your experience as a user of our website. We do not use this information to develop a personal profile of you. If we do collect personally identifiable information, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

You can set your browser not to accept cookies or refuse non-essential cookies when visiting our website for the first time. However, some of our website features may not function as a result.

The cookies used on our site are as follows.

Cookie 1

Google Analytics (_utma, _utmb, _utmc, _utmz)

These cookies are used to collect information about how our visitors use our website. We use this information to see what visitors have found particular pages of use and how long they stayed on our website. This information is viewed in an anonymous format and also provides information on where our visitors come from.

Cookie 2

PHPSESSID – Login Cookie

This cookie is used to allow users to login to the members area and Storer Check admin area.

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to the Information Commissioner's webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies/>.

How to contact us

Please contact us if you have any questions about this policy or the information we hold about you.

If you wish to contact us, please send an email to admin@ssauk.com or write to us at Priestley House, Nantwich, CW5 5SZ or call us on +44 1270 623 150

Changes to the policy

We may change this policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access our website.