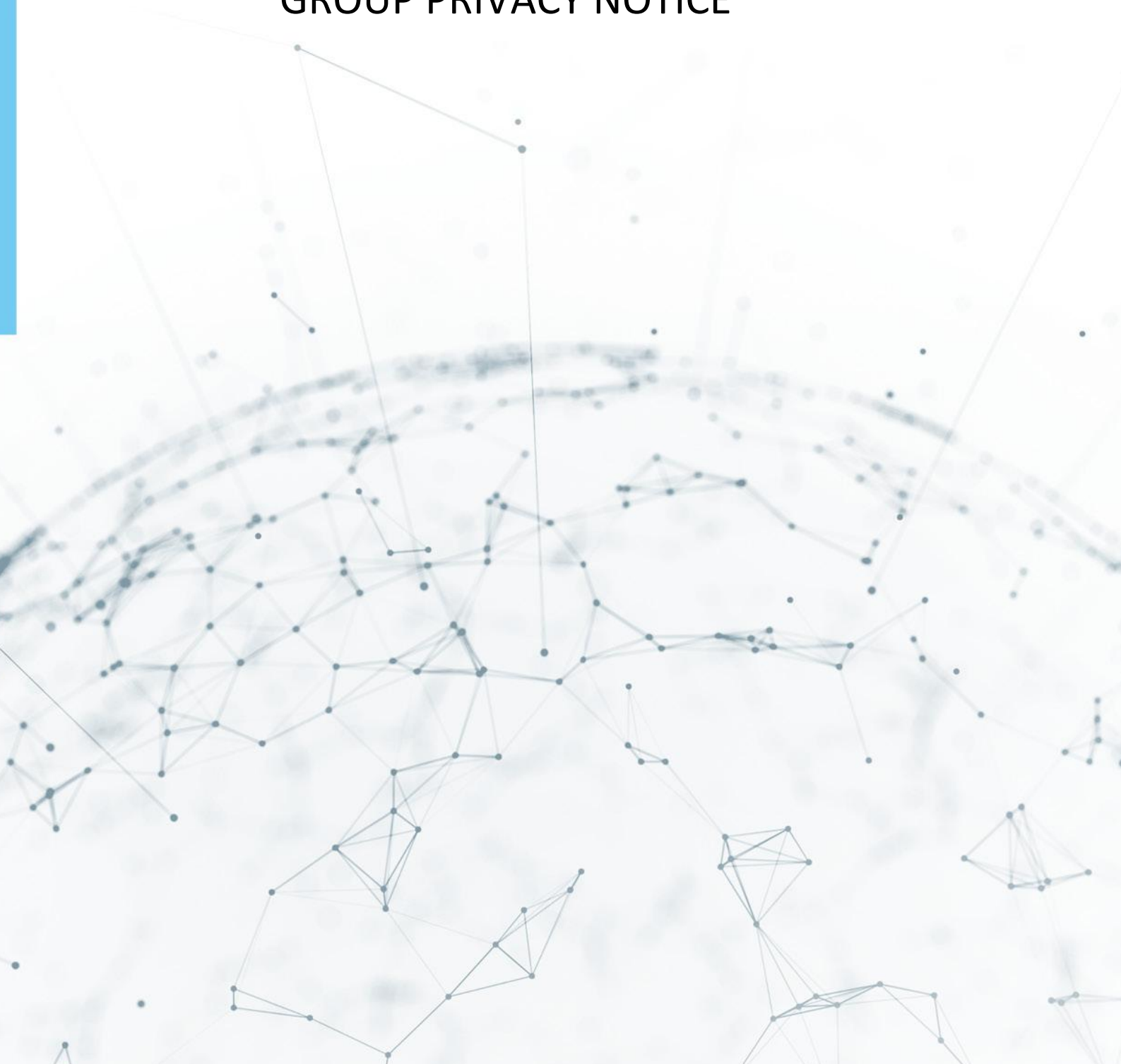




WESTBOUND LOGISTICS SERVICES LTD

GROUP PRIVACY NOTICE





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Last updated: September 2026

1. Introduction

Westbound Logistics Group is committed to protecting the privacy and personal data of our customers, suppliers, employees, business contacts and other individuals with whom we interact.

This Privacy Notice explains how we collect, use, store and protect personal data in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

For the purposes of this Privacy Notice, Westbound Logistics Group includes Westbound Logistics Services Ltd and Westbound Logistics (SE), where applicable.

2. Personal Data We Collect

Depending on the nature of our relationship with you, we may collect and process personal data including:

- Name, job title and organisation
- Business and personal contact details
- Billing, payment and financial information
- Identification and verification information
- Credit information and credit references
- Information relating to enquiries, quotations, bookings and shipments
- Correspondence and communications with us
- Website usage and technical information
- Other information necessary to provide our services, manage our business relationships or meet legal and regulatory requirements

We aim to collect only the personal data reasonably necessary for the relevant purpose.

3. Sources of Personal Data

We may collect personal data directly from you or from the organisation you represent.

We may also obtain personal data from third parties and other sources where appropriate, including:

- Customers and suppliers
- Business partners and service providers
- Credit reference and fraud prevention agencies
- Companies House and other public registers
- Publicly available sources
- Other organisations involved in providing or supporting our services

Where appropriate, we may obtain information through Creditsafe and its credit reference agency partners for the purposes of carrying out credit and identity checks and assessing creditworthiness.

Westbound Logistics Services Ltd. info@westboundglobal.com.

Units 18-19 Olympic Business Park, Paycocke Road, Basilon, Essex. SS14 3EX .

Company VAT Number: 945978358. Company Registration Number: 06794881. Registered Address: Suite 1A 2nd Floor, Hunter House, 150 Hutton Road, Shenfield, Essex, CM15 8NL. All business in accordance with the standard trading conditions of the The British International Freight Association (current edition). Copy available on request. Membership number 3551. Insurance available at competitive rates upon request.



4. How We Use Personal Data

We may use personal data to:

- Provide freight forwarding, logistics, customs, warehousing and related services
- Manage customer, supplier and other business relationships
- Prepare quotations and process bookings and shipments
- Administer accounts, invoicing and payments
- Carry out credit and identity checks and assess creditworthiness
- Manage financial and commercial risk
- Prevent and detect fraud
- Respond to enquiries and provide customer support
- Meet legal, regulatory, customs and compliance obligations
- Maintain the security and effective operation of our systems and services
- Improve our services and business operations
- Communicate relevant information about our services where permitted by law

5. Credit and Identity Checks

Where we consider it necessary when establishing or managing a business relationship or providing credit facilities, we may carry out credit and identity checks.

This may involve providing personal information to Creditsafe and its credit reference agency partners, including TransUnion, and receiving information from them about individuals associated with a business.

Information obtained through these checks may be used to verify identity, assess creditworthiness, manage financial risk, prevent fraud and determine whether, and on what terms, credit facilities may be offered.

Creditsafe and its credit reference agency partners may process personal data in accordance with their own privacy notices.

6. Lawful Basis for Processing

We process personal data only where we have a lawful basis to do so. Depending on the circumstances, this may include:

Contract – where processing is necessary to enter into or perform a contract.

Legal obligation – where processing is necessary to comply with a legal or regulatory requirement.

Legitimate interests – where processing is necessary for our legitimate business interests or those of a third party, provided those interests are not overridden by the rights and interests of the individual. This may include managing customer and supplier relationships, assessing credit risk, preventing fraud and operating and improving our business.

Consent – where consent is the appropriate lawful basis. Where processing relies on consent, that consent may be withdrawn at any time.

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7. Providing Personal Data

Where we request personal data in connection with providing services, establishing or managing an account, or providing credit facilities, certain information may be necessary to enter into or perform a contract, comply with a legal obligation, or enable us to assess whether services or credit facilities can be provided.

If required information is not provided, we may be unable to provide certain services, establish or maintain an account, complete required checks or offer credit facilities.

8. Sharing Personal Data

Where necessary and appropriate, personal data may be shared with:

- Companies within the Westbound Logistics Group
- Shipping lines, airlines, hauliers, warehouses and other logistics providers
- Customs authorities and other government or regulatory bodies
- Agents and overseas partners involved in providing our services
- Banks, insurers and professional advisers
- IT, communications and other service providers
- Credit reference and fraud prevention agencies, including Creditsafe and its credit reference agency partners
- Law enforcement agencies, courts or other authorities where required by law

We only share personal data where there is an appropriate business or legal reason to do so.

9. International Transfers

Due to the international nature of our logistics operations, personal data may need to be transferred to or accessed by organisations located outside the United Kingdom, including Westbound group companies, agents, partners and service providers involved in providing our services.

Where personal data is subject to a restricted international transfer under applicable data protection law, we take appropriate steps to ensure that the information remains protected. Depending on the circumstances, this may include transferring data to countries covered by UK adequacy regulations or using appropriate contractual and other safeguards permitted under UK data protection law.

10. Data Security

We take appropriate technical and organisational measures designed to protect personal data against unauthorised access, loss, misuse, alteration or disclosure.

Access to personal data is limited to individuals and organisations that require it for legitimate business purposes and is subject to appropriate security and confidentiality measures.



11. Data Retention

We retain personal data only for as long as reasonably necessary for the purposes for which it was collected, including meeting contractual, operational, legal, accounting and regulatory requirements.

Retention periods vary depending on the type of information, the nature of our relationship with the individual or organisation, and any applicable legal or regulatory requirements.

When personal data is no longer required, it will be securely deleted or anonymised where appropriate.

12. Your Data Protection Rights

Depending on the circumstances and applicable law, individuals may have rights including:

- The right to request access to their personal data
- The right to request correction of inaccurate or incomplete personal data
- The right to request deletion of personal data in certain circumstances
- The right to request restriction of processing
- The right to object to certain processing
- The right to data portability where applicable
- The right to withdraw consent where processing is based on consent

Requests relating to these rights can be made using the contact details below.

Individuals also have the right to raise a concern with the Information Commissioner's Office (ICO) in the UK or, where applicable, another relevant data protection supervisory authority.

13. Data Protection Contact

Westbound Logistics Services Ltd has assessed whether it is required to appoint a statutory Data Protection Officer under applicable data protection legislation and has determined that a formal DPO appointment is not currently required.

Responsibility for data protection compliance is assigned internally.

Questions about this Privacy Notice, how we use personal data, or requests relating to data protection rights can be directed to:

Data Protection Contact

Westbound Logistics Services Ltd

Email: dataprotection@westboundglobal.com

Further company contact information is available on the Westbound Logistics website.

14. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our business activities, services, legal obligations or the way in which we process personal data.

The latest version will be published on our website and the date of the most recent update will be shown at the top of this notice.

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