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GDPR Policy – Silent Transport UK Ltd

1. Introduction

At **Silent Transport UK Ltd**, we are committed to protecting the privacy and personal data of our clients, partners, agents, employees, and all individuals whose data we handle in the course of our logistics operations.

This policy outlines how we comply with the **General Data Protection Regulation (EU) 2016/679 (GDPR)** and the **UK Data Protection Act 2018**, specifically in relation to our freight forwarding, customs brokerage, and transport management services.

2. Scope

This policy applies to all personal data processed by **Silent Transport UK Ltd** in the delivery of our services, including international shipping, warehousing, last-mile delivery, and customs-related services. It governs data handled by our employees, contractors, systems, and third parties acting on our behalf.

3. Personal Data We Process

We may collect and process the following types of personal data:

- **Client and partner contact details:** names, email addresses, phone numbers, job titles
- **Consignee and shipper information:** names, addresses, contact details for delivery/collection
- **Customs and regulatory data:** passport or ID numbers (where legally required)
- **Driver/subcontractor details:** licenses, contact details, right-to-work documents
- **Tracking and geolocation data:** where linked to identifiable individuals (e.g. for delivery updates)



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4. Lawful Basis for Processing

We only process personal data when there is a lawful basis to do so:

- **Contractual necessity:** to fulfil freight and logistics services
- **Legal obligations:** including customs clearance, tax reporting, and recordkeeping
- **Legitimate interests:** operational efficiency, security, and service improvements
- **Consent:** for marketing and communications (only where opt-in is required)

5. Processing Activities

As a freight forwarder, Silent Transport UK Ltd processes personal data for:

- Booking and managing international shipments (road, sea, air)
- Customs documentation and compliance
- Delivery coordination and real-time tracking
- Client communications and service updates
- Internal auditing and regulatory compliance

6. Data Sharing & International Transfers

We may share personal data with:

- **HMRC and other customs authorities**
- **Transport partners** (e.g. airlines, shipping lines, hauliers)
- **International agents and freight partners**
- **Technology providers** supporting our TMS and CRM systems

Where data is transferred outside the UK or EEA, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or adequacy decisions.



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7. Data Retention

Silent Transport UK Ltd retains data as follows:

- **Shipping and customs records:** minimum 6 years for legal compliance
- **Client contact details:** retained for the duration of the business relationship and up to 2 years post-termination
- **Employee/subcontractor data:** retained as per HR and legal requirements

8. Data Security Measures

We take data protection seriously and apply:

- Role-based access to systems and files
- Encryption of sensitive data at rest and in transit
- Regular penetration testing and system audits
- Staff training on data handling and GDPR compliance

9. Your Rights

Under GDPR, you have the right to:

- Access your personal data
- Rectify inaccuracies
- Request erasure ("right to be forgotten") in certain cases
- Restrict or object to processing
- Request data portability
- Withdraw consent (where applicable)
- Lodge a complaint with the **ICO** (Information Commissioner's Office)



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Requests can be made to our Data Protection Officer (contact below).

10. Breach Notification

In the event of a data breach involving personal data:

- We will assess the risk and report to the **ICO within 72 hours** if necessary
 - We will notify affected individuals where the breach poses a high risk
 - A full incident report and remedial actions will be documented
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11. Accountability and Governance

- We maintain internal **Records of Processing Activities (RoPA)**
 - All third-party data processors must sign **Data Processing Agreements (DPAs)**
 - Our **Data Protection Officer** oversees GDPR compliance and internal audits
 - This policy is reviewed annually or following any significant regulatory or operational change
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12. Contact Us

If you have any questions, concerns, or would like to exercise your data rights, please contact:

Data Protection Officer
Silent Transport UK Ltd

Email: salesuk@silenttransport.com

Phone: + 1420 471394

Address: Office 21, Base Bordon Innovation Centre, Bordon, GU35 0FX

Effective Date: 6 January 2025

Review Date: 6 January 2026