

Privacy Policy of Top Cloud Logistics

Last Updated: 12.2025

Top Cloud Logistics (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store, share, and protect personal data when you visit our website or use our warehousing, fulfilment, logistics, and after-sales services.

1. Who We Are

Top Cloud Logistics is a UK-based logistics and fulfilment provider offering warehousing, storage, distribution, first-mile and last-mile delivery coordination, value-added services, and after-sales product handling.

Data Controller:

Top Cloud Logistics
Prologis Park Midpoint DC6
Midpoint Way
Minworth
Sutton Coldfield
B76 9EH
Email: Account.uk@newouda.com
Phone: 01212858082

If you have questions about how your data is processed, please contact our **Data Privacy Team** at the above address.

2. Information We Collect

We collect personal and operational data necessary to provide our services. Categories include:

2.1 Personal Identification Data

- Full name
 - Company name and business registration details
 - Email address
 - Phone number
 - Billing address
 - Delivery addresses
 - Identification details (only when legally required, e.g., customs clearance)
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2.2 Account & Service Data

- Your service preferences
 - Fulfilment and warehouse records
 - Product details (SKU, dimensions, weight)
 - Stock levels & movement history
 - Order lists, packing lists, shipment details
 - Tracking numbers and delivery updates
 - Return and relabelling instructions
 - Customer service and enquiry records
 - Proof of delivery (POD) and carrier details
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2.3 Financial Information

- Payment records
- Transaction details
- Invoices & billing documents

*(Note: We do **not** store full credit/debit card information.)*

2.4 Technical & Website Data

- IP address
 - Browser type
 - Device information
 - Access times and pages viewed
 - Cookies and similar technologies
 - Website analytics data
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2.5 CCTV & Facility Footage

For safety, security, and operational monitoring:

- CCTV footage inside and outside warehouse facilities
 - Time-stamped video data
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2.6 Special Category Data

We do **not** intentionally collect special category data (health data, biometric data, religion, etc.). If such data is incidentally provided, it will be immediately deleted.

3. How We Use Your Information

We process your data for the following purposes:

3.1 To Provide Warehousing & Fulfilment Services

- Receiving, storing, picking, packing, and dispatching goods
 - Managing stock levels
 - Allocating warehouse space
 - Generating shipping labels & documentation
 - Coordinating transportation with carriers
 - Handling customs clearance and first-mile/last-mile procedures
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3.2 To Perform Logistics Operations

- Creating and managing delivery orders
 - Arranging pallet movement, bulk cargo handling, and freight transitions
 - Generating export/import documentation
 - Managing returns, relabelling, and repairs
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3.3 To Communicate with You

- Responding to enquiries
 - Sending service updates
 - Scheduling deliveries
 - Providing order status & tracking information
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3.4 For Business Administration

- Invoicing and financial reconciliation
- Audits and tax compliance
- Record keeping
- Improving service quality

3.5 Marketing (Only with Your Consent)

- Email newsletters
- Promotions or service announcements
- Events and partnership opportunities

You may *unsubscribe at any time*.

3.6 Security & Fraud Prevention

- CCTV monitoring
 - Safety incident investigations
 - System security monitoring
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4. Legal Basis for Processing (UK GDPR)

We process your data under:

4.1 Contractual Necessity

To fulfil a service agreement or quotation request.

4.2 Legitimate Interests

To operate and improve warehouse/logistics services, prevent fraud, and maintain security.

4.3 Consent

For marketing emails or optional cookies.

4.4 Legal Obligation

To comply with tax, customs, and regulatory requirements.

5. How We Share Your Information

We may share personal data **only when necessary** and **only with trusted partners**, including:

5.1 Logistics & Carrier Partners

To complete shipments, we share delivery-related data (name, address, phone, order details) with:

- Royal Mail
- DPD

- Evri
 - DHL
 - Yodel
 - Parcelforce
 - DX
 - XDP
 - BJS Two-Man Delivery
 - Amazon Freight
 - Other authorised carriers
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5.2 IT & System Providers

For hosting, analytics, CRM, communication, cloud storage, warehouse management systems.

5.3 Payment & Accounting Providers

For invoicing, transaction processing, and financial audits.

5.4 Customs, Regulatory, and Legal Authorities

Only when required by law.

We NEVER:

- Sell personal data
 - Share data with advertisers
 - Allow third parties to use data for unrelated purposes
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6. International Data Transfers

If we use service providers outside the UK/EEA (e.g., cloud hosting in the US), all transfers comply with:

- UK GDPR adequacy decisions
 - Standard Contractual Clauses (SCCs)
 - Additional safeguards, where necessary
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7. Data Retention

We retain data only as long as necessary:

- **Service records:** 6 years (UK accounting requirements)
 - **Warehouse operational data:** 1–6 years depending on business need
 - **CCTV footage:** typically 30–90 days unless required for investigation
 - **Marketing data:** until you unsubscribe
 - **Cookies:** per cookie duration (see Cookie Policy)
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8. Your Data Protection Rights

Under UK GDPR, you have the right to:

- **Access** your personal data
- **Rectify** inaccurate data
- **Erase** data (“right to be forgotten”)
- **Restrict** processing
- **Object** to processing
- **Data portability**
- **Withdraw consent** for marketing
- **Complain** to the Information Commissioner’s Office (ICO)

ICO Contact:

<https://ico.org.uk>

Telephone: +44 303 123 1113

9. Cookies and Tracking

We use cookies for:

- Website functionality
- Analytics to improve performance
- Security and fraud prevention

A full Cookie Policy is available on our Cookies page.

10. Data Security

We implement multiple safeguards:

- Encrypted servers
- Secure access controls
- CCTV and on-site security
- Staff confidentiality training
- Multi-factor authentication for internal systems
- Regular audits and penetration testing

Despite safeguards, no system is 100% secure. We follow industry best practices to minimise risk.

11. Children's Privacy

Our services are not intended for individuals under 16.
We do not knowingly collect data from children.

12. Changes to This Policy

We may update this Privacy Policy periodically.
The latest version will always be available on our website with the updated date.

13. Contact Us

For privacy-related enquiries, please contact:

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