CB SELF STORAGE — PRIVACY NOTICE

How we look after your personal information

Applies to	Everyone who visits our website, contacts us, books a site tour or stores with us
Contact	store@cbselfstorage.co.uk · 01223 853351 · 16 Trafalgar Way, Bar Hill, Cambridge, CB23 8SQ
Last updated	November 2026

This notice explains what personal information we collect, how we use it, who we share it with and your rights. We only collect what we need, we keep it safe, and we never sell it.

1. WHO WE ARE

CB Self Storage is the trading name of two companies. The one responsible for your information (the "controller") depends on which site you deal with:

Company	Responsible for
CGSS Ltd Company number 10882653. Registered office: 16 Trafalgar Way, Bar Hill, Cambridge, CB23 8SQ.	Our Bar Hill sites, our website, and enquiries for all our sites.
Lyneham Management Limited Company number 17445826. Registered office: 15 Cranbourne Road, London, N10 2BT.	Our Saffron Walden site at St Andrews House, Shire Hill, Saffron Walden, Essex, CB11 3AQ, and any other site it operates.

The two companies share the same team and systems, and share information with each other where that's needed to deal with your enquiry or your storage. In this notice, "we", "us" and "our" mean whichever of them is responsible for your information.

If you have a question about your information, email store@cbselfstorage.co.uk with "Privacy" in the subject, call 01223 853351, or write to us at 16 Trafalgar Way, Bar Hill, Cambridge, CB23 8SQ.

2. WHAT WE COLLECT

- **Enquiries and site tours:** your name, email address, phone number, postcode, which site you're interested in, what you want to store, the unit size and move-in date you want, how you heard about us, and anything else you tell us.
- **Customers:** also your home address (and business details if you store as a business), proof of your identity and address, your Alternative Contact Person, your storage agreement, unit, payments and account history, a general description of what you store and its Maximum Replacement Value, StoreProtect or insurance details, and details of any claims.
- **Payments:** your card or bank details are handled by our payment providers. We don't keep full card numbers.
- **Visiting our sites:** CCTV images, and records of when your access code or app is used.
- **Van and driver:** the collection address and anything we need to know to help you move in.
- **Calls and messages:** records of your calls, emails, texts and WhatsApp messages with us, including messages taken by our call-answering service, and recordings where calls are recorded.
- **Our website:** your IP address, device and browser type and the pages you visit, and, if you agree, information from analytics and advertising cookies (see section 9).
- **Alternative Contact Persons:** if a customer names you as their Alternative Contact Person, they'll give us your name and contact details. We only use them to contact you about that customer's storage, for example if we can't reach them or their account is unpaid.

We don't need sensitive information, such as details of your health, so please don't include it in messages to us.

3. HOW WE USE IT, AND WHY

The law requires us to have a lawful basis for each way we use your information:

What we use it for	Our lawful basis
Replying to your enquiry, sending quotes, booking site tours and following up	Taking steps you've asked for before a contract, and our legitimate interest in responding to people who contact us
Setting up and running your storage, including access, payments, the van and driver service, StoreProtect and messages about your account	Performing our contract with you
Checking your identity and keeping records of who stores with us	Our legitimate interests in keeping our sites secure and preventing fraud and crime, and complying with the law
CCTV and access records	Our legitimate interests in keeping people, goods and our sites safe and secure, and in investigating incidents
Collecting unpaid fees and enforcing our terms, including contacting your Alternative Contact Person and, as a last resort, selling goods as our terms allow	Performing our contract, and our legitimate interest in recovering money owed to us
Handling claims for loss or damage	Performing our contract, and our legitimate interest in dealing with claims
Keeping accounts and tax records, and responding to the police, courts and other authorities	Complying with the law
Sending news and offers	Your consent or, for customers and people who have asked us for a quote, our legitimate interest in telling you about our own similar services (see section 4)
Improving our service, training our team and asking for reviews	Our legitimate interests in running and improving our business
Website analytics and advertising cookies	Your consent

You need to give us your contact details and proof of identity before you can store with us. Without them, we can't set up your storage.

Some routine steps are automated, such as sending quotes, payment reminders and account notices. If an automated step affects you, you can always ask a member of our team to look at it.

4. MARKETING

We'd like to tell you about offers at our sites. We'll only send you marketing by email, text or WhatsApp if you've agreed to it or, if you're a customer or have asked us for a quote, about our own similar storage services, and never if you've told us not to. Every message tells you how to opt out, or you can just let us know. We'll still send you the messages you need about your enquiry or your storage.

5. WHO WE SHARE IT WITH

- **Each other:** CGSS Ltd and Lyneham Management Limited, where needed for your enquiry or storage.
- **Our service providers,** who can only use it to do work for us. For example, our storage management system and customer portal, our customer relationship and messaging systems, our call-answering service, automation tools, payment providers (such as GoCardless, Stripe and Mollie), accounting software, email and IT providers, our website developer and host, and CCTV and access-control providers.

- **Our claims agent and insurers,** if you make a claim or there's an incident at a site, and our professional advisers, such as accountants and solicitors.
- **Debt collection agencies,** and auctioneers or buyers if goods are sold under our terms.
- **The police,** Trading Standards, HM Revenue & Customs, the courts and other authorities, where the law requires it or to help prevent or detect crime.
- **Your Alternative Contact Person,** as our terms allow, for example if we can't reach you.
- **A buyer of our business or of one of our sites,** who will use your information in the same way.

We never sell your information.

6. OUTSIDE THE UK

Some of our service providers store information outside the UK, for example in the European Union or the United States. When they do, it is protected by UK adequacy regulations, the UK-US data bridge or the UK's approved contract terms for international transfers.

7. HOW LONG WE KEEP IT

- **Enquiries that don't go ahead:** up to 2 years after we last heard from you.
- **Customer records:** while you store with us and for 6 years afterwards, for tax purposes and in case of claims. This includes identity checks, agreements, payments and access records.
- **CCTV:** usually recorded over within 30 days, unless we need it for an incident or investigation.
- **Marketing:** until you opt out. We then keep a note so we don't contact you again.
- **Website data:** up to 2 years.

8. YOUR RIGHTS

You have the right to:

- ask for a copy of the information we hold about you;
- ask us to correct anything that's wrong;
- ask us to delete it;
- ask us to limit how we use it, or object to us using it, including stopping marketing at any time;
- ask for information you gave us to be sent to you or someone else in a reusable format; and
- withdraw your consent at any time, where we rely on it.

Some rights have limits. For example, we must keep some records for tax. To use any of these rights, contact us using the details in section 1. We'll reply within one month, and there's normally no charge.

If you're unhappy with how we've used your information, please tell us first so we can put it right. We'll acknowledge your complaint within 30 days. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

9. COOKIES

Our website uses cookies. Some are essential to make it work. With your consent, we also use analytics cookies to see how people use the site and advertising cookies to measure our adverts. You can change your choice at any time using the cookie settings link at the bottom of our website.

10. KEEPING IT SAFE, AND CHANGES

We use secure systems, limit access to the people who need it, and require our service providers to protect it. We'll update this notice when things change. The latest version is always on our website.