

Privacy Policy — K's Removal & Delivery (ksrd.co.uk)

Last updated: 23 February 2026

1. Introduction

K's Removal and Delivery ("we", "us", "our") is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you use our services or visit our website.

2. Data We Collect

We may collect:

- Identity data: name, address, email, phone number.
- Service data: pickup/delivery addresses, job details, instructions.
- Payment data: transaction details (processed securely by third-party providers).
- Technical data: IP address, browser type, cookies, device information.
- Communication data: messages, emails, call logs related to service delivery.

3. How We Use Your Data

We use your data to:

- Provide removal and delivery services.
- Manage bookings, payments, and customer support.
- Improve our website and services.
- Comply with legal obligations.
- Prevent fraud and ensure security.
- Provide removal and delivery services.
- Contact you regarding bookings or updates.
- Respond to enquiries.
- Improve our services and website.
- Maintain internal records.
- We do not sell or share your information

with third parties for marketing.

4. Legal Basis for Processing (GDPR)

We process your data under:

- Contractual necessity – to fulfil your booking.
- Legitimate interests – improving services, preventing fraud.
- Legal obligation – tax, accounting, regulatory compliance.
- Consent – for marketing communications.

5. Data Sharing

We may share your data with:

- Trusted subcontractors (drivers, couriers).
- Payment processors.
- IT and hosting providers.
- Legal or regulatory authorities when required.
- We never sell your data.

6. Data Retention

We keep your data only as long as necessary for:

- Service delivery.
- Legal and accounting requirements.

7. Your Rights (GDPR)

You have the right to:

- Access your data.
- Correct inaccurate data.
- Request deletion.
- Restrict processing.
- Object to processing.
- Data portability.
- Withdraw consent at any time.

8. Security

We use appropriate technical and organisational measures to protect your data from loss, misuse, or unauthorised access.

Terms & Conditions — K's Removal & Delivery (ksrd.co.uk)

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By using ksrd.com or booking our services, you agree to the following Terms & Conditions.

1. Services

K's Removal & Deliveries provides:

- Home and office removals.
- Delivery and collection services.
- Furniture transport.
- Other agreed services.
- All services must be booked in advance.

2. Customer Responsibilities

You agree to:

- Provide accurate information when booking Ensure items are packed safely unless packing services are included Inform us of fragile, heavy, or high-value items.
- Ensure safe access to the property

We are not responsible for delays caused by inaccurate information or access issues.

3. Payments

Payment must be made:

- In full before or on the day of service.
- Through approved payment methods.
- We do not store card details.

4. Cancellations

- Cancellations must be made at least 24 hours before the scheduled service.
- Late cancellations may incur a fee.

5. Liability

- We take great care when handling your

items. However, we are not liable for:

- Pre-existing damage.
- Poorly packed items (unless we packed them).
- Delays caused by traffic, weather, or access issues.
- Items prohibited by law.
- Any claims must be reported within 24 hours of service completion.

6. Website Use

- You agree not to misuse the website or attempt to access restricted areas.

7. Changes to Terms

- We may update these Terms & Conditions at any time. Continued use of our website or services means you accept the updated terms.

Cookie Policy for K's Removal and Delivery Last updated: February 24, 2026

This Cookie Policy explains how K's Removal and Delivery ("we," "us," and "our") uses cookies and similar technologies to recognize you when you visit our website at <https://www.ksrd.co.uk/>. It explains what these technologies are and why we use them, as well as your rights to control our use of them.

For more information about our privacy practices, please see our Privacy Policy: https://c766ff1f-10de-4e90-8b5a-d4f1d73f4fe9.filesusr.com/d/50db19_38636c74d8f44b2fb12d3c6cc947cdc4.pdf

In some cases we may use cookies to collect personal information, or that becomes personal information if we combine it with other information.

What are cookies?

A cookie is a small data file that is placed on your device when you visit a website. Cookies are widely used by website owners in order to make their websites work, or to work more efficiently, as well as to provide reporting information.

Cookies set by the website owner (in this case, K's Removal and Delivery) are called "first party cookies". Cookies set by parties other than the website owner are called "third party cookies". Third party cookies enable third party features or functionality to be provided on or through the website (e.g. like advertising, interactive content and analytics). The parties that set these

third party cookies can recognize your computer both when it visits the website in question and also when it visits certain other websites.

Why do we use cookies?

We use first and third party cookies for several reasons. Some cookies are required for technical reasons in order for our Website to operate, and we refer to these as "essential" or "strictly necessary" cookies. Other cookies also enable us to track and target the interests of our users to enhance the experience on our Online Properties. Third parties serve cookies through our Website for advertising, analytics and other purposes. This is described in more detail below.

The types of cookies we use

The specific types of first and third party cookies served through our Website and the purposes they perform are described below:
****Types used:**** Essential, Analytics, Marketing, Preferences.

We also use third-party services that may set cookies. These services include: Google Analytics, Sumup.

Data Retention

We retain data collected through cookies for a period of 90 days.

International Data Transfers

Your information, including personal data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws

may differ than those from your jurisdiction. We transfer data to servers located in the United States, EU and Non-EU countries to provide our services.

How can I control cookies?

You have the right to decide whether to accept or reject cookies. You can exercise your cookie rights by setting your preferences in the Cookie Consent Manager. The Cookie Consent Manager allows you to select which categories of cookies you accept or reject. Essential cookies cannot be rejected as they are strictly necessary to provide you with services.

Contact Us

If you have any questions about our use of cookies or other technologies, please email us at info@ksrd.co.uk.