Privacy Policy

Last updated: 22 October 2026

This policy explains how Clockwork Logistics Ltd ("Clockwork", "we", "us" or "our") collects, uses, shares and protects personal information when you use our website, our online booking portal, our courier services, or our mailroom and reception services, or when you contact us. We take your privacy seriously and handle personal information in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

1. Who we are

Clockwork Logistics Ltd is registered in England and Wales, company number 12207204, VAT number 577 6040 21. Our trading address is 18 Rivington Street, London EC2A 3DU. We are registered with the Information Commissioner's Office (ICO), registration number ZB296944.

For most of the personal information described in this policy, we are the "controller", which means we decide how and why it is used. The exception is information we handle on behalf of a client when running their facilities, where we act as a "processor". Section 8 explains the difference.

If you have any questions about this policy, please contact us at info@workgroup.co.uk or on 020 7729 6169.

2. The information we collect

We only collect information that you, or your organisation, knowingly provide to us, or that is generated when we carry out a service. Depending on how you deal with us, this may include:

Account and business contact details. Your name, job title, organisation, business sector, address, telephone number and email address, together with billing and accounts contact details and information about the services you expect to use. We collect this when you open an account, request a quote or contact us.

Booking and delivery information. Collection and delivery addresses, the names and contact details of senders and recipients, special instructions, and a description of the item being sent. This may include people who are not our clients, such as the recipient of a parcel.

International shipping information. For overseas shipments, the information needed for customs and carriage, such as the weight and dimensions of the shipment, commodity codes, declared values, and sender and recipient details.

Proof of delivery. The name of the person who received a delivery, the date and time, and a signature where one is captured.

Mailroom and reception information. When we run a client's mailroom, we record the details of packages received and collected, such as the time of arrival, the sender or carrier, the storage location, the name of the intended recipient and the signature of the person collecting it. We also hold the staff directory supplied by the client so that recipients can be notified. Where we run a reception, we may record visitor names and details of visits.

Booking portal information. Your login credentials and the bookings made through your account on our online booking portal.

Communications. Emails, messages, enquiries and recordings of telephone calls between you and our team, including queries or issues raised about a delivery.

Courier applications. If you apply to work with us as a courier, the information you give us in your application, such as contact details, work history, and the details we need to check your eligibility, vehicle and insurance.

Website information. Technical information collected through our website, such as your IP address, browser type and the pages you visit. See section 10 on cookies.

We do not knowingly collect special category data (such as health information) or information relating to children, and our services are directed at businesses.

3. How and why we use your information

We use personal information only where the law allows us to. The table below sets out our main purposes and the legal basis for each.

To set up and manage your account, and to provide our services. This includes processing account requests, taking bookings, collecting and delivering items, arranging international shipments and dealing with customs, providing proof of delivery, and resolving queries or issues. Legal basis: performance of a contract with you or your organisation, or steps taken at your request before entering a contract.

To run mailroom and reception services. Legal basis: performance of our contract with the client, and our legitimate interests in running those services effectively. See section 8.

To manage billing, accounts and credit control. Legal basis: performance of a contract, legal obligation (such as tax and accounting requirements) and our legitimate interests in being paid for our services.

To comply with legal and regulatory requirements. This includes customs requirements, tax and accounting rules, and responding to lawful requests from public authorities. Legal basis: legal obligation.

To respond to enquiries and quote requests. Legal basis: our legitimate interests in responding to business enquiries, or steps taken at your request before entering a contract.

To keep our services, systems and website secure and working properly, and to prevent fraud. Legal basis: our legitimate interests in protecting our business, our clients and our systems.

To improve our services and our website. Legal basis: our legitimate interests in understanding how our services are used, or your consent where required (for example for non essential cookies).

To send you service updates and, where appropriate, information about our services. Legal basis: our legitimate interests in keeping clients informed and in promoting our services to other businesses, or your consent where the law requires it. You can opt out of marketing at any time (see section 9).

To assess courier applications. Legal basis: steps taken at your request before entering a contract, and our legitimate interests in recruiting suitable couriers.

We do not use personal information for automated decision making or profiling that has legal or similarly significant effects on individuals.

4. Marketing

We may contact business clients and prospective business clients by email, phone or post about our services where we are permitted to do so. Where the law requires your consent (for example, for email marketing to sole traders or individuals), we will only contact you if you have given it. Every marketing email will include a simple way to opt out, and you can also ask us to stop at any time by emailing info@workgroup.co.uk.

We will never sell, rent or loan your personal information to any third party for their own marketing purposes.

5. Who we share information with

We treat the information we hold with care and share it only where necessary, and only with:

Couriers, drivers and delivery partners. This includes self employed couriers who carry out jobs on our behalf, and partner carriers who carry shipments for us, including on next day and international services. They receive only the details they need to complete the job.

Customs authorities and international carriers. For overseas shipments, we share the information required for customs clearance and delivery with carriers, customs brokers and customs authorities in the UK and the destination country.

Our clients. Where we run a mailroom or reception, we share records of packages and visitors with the client who engaged us.

Service providers. Companies that supply services to us, such as IT support, website hosting, our booking portal and Goods In software providers, email and communications services, and accounting and payment providers. They are only permitted to use your

information to provide those services to us, and are bound by appropriate data protection terms.

Professional advisers and insurers. Our accountants, lawyers, auditors and insurers, where necessary.

Public authorities. Where we are required to do so by law, or to protect our legal rights.

If we ever sell or restructure our business, personal information may be transferred to the new owner, who will be required to handle it in line with this policy.

6. Transfers outside the UK

When you send an item abroad, we necessarily share recipient and shipment details with carriers and authorities in other countries. Some of these countries may not have data protection laws equivalent to those in the UK. We share information in these cases because it is necessary to carry out the shipment you have asked for.

Where we use service providers that process information outside the UK, we make sure appropriate safeguards are in place, such as transfers to countries recognised by the UK as providing adequate protection, or the use of approved contractual clauses.

7. How long we keep information

We keep personal information only for as long as we need it for the purposes set out in this policy. As a general guide:

Account and booking records: for the duration of your account and for six years afterwards, to meet accounting, tax and legal claim requirements.

Customs and international shipping records: for as long as the law requires, which is typically at least four years.

Proof of delivery records: for six years from the date of delivery.

Enquiries and quote requests that do not lead to an account: for as long as they remain relevant to your enquiry or our business dealings with you, after which they are deleted or anonymised as part of our routine records review.

Mailroom and reception records: for the period agreed with the client in our contract, after which they are returned or securely deleted.

Courier applications: for as long as needed to consider your application and for a reasonable period afterwards, after which they are deleted or anonymised as part of our routine records review. If you are engaged as a courier, your information is kept for the length of the engagement and for as long as the law requires afterwards.

Marketing preferences: until you opt out, along with a record of your opt out so we respect it.

When information is no longer needed, we delete it securely or anonymise it.

8. Mailroom and reception services

When we run a mailroom or reception for a client, the client decides what personal information about its staff and visitors we need, and we process it on the client's instructions. This includes the staff directory used to notify people that a package has arrived, records of packages received and collected, and visitor records. In this case, the client is the controller and Clockwork is the processor. We handle this information only as set out in our agreement with the client.

If you are an employee or visitor at one of these sites and have a question about how your information is used, please contact your employer in the first instance. You are also welcome to contact us at info@workgroup.co.uk and we will help to direct your request.

9. Your rights

Under UK data protection law you have the following rights over your personal information:

Access. The right to ask for a copy of the personal information we hold about you.

Rectification. The right to ask us to correct information that is inaccurate or incomplete.

Erasure. The right to ask us to delete your information in certain circumstances.

Restriction. The right to ask us to limit how we use your information in certain circumstances.

Portability. The right to receive information you provided to us in a commonly used format, or to have it passed to another organisation, where we process it by automated means on the basis of consent or contract.

Objection. The right to object to our use of your information where we rely on legitimate interests, and the absolute right to object to direct marketing.

Withdrawing consent. Where we rely on your consent, the right to withdraw it at any time.

To exercise any of these rights, email info@workgroup.co.uk or write to us at the address in section 1. We may need to confirm your identity first. We will respond within one month, and there is normally no charge. Some rights are subject to legal exceptions, and if we cannot meet a request we will explain why.

If you are unhappy with how we have handled your information, please contact us first so that we can try to put things right. You also have the right to complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

10. Cookies and website use

Our website uses cookies and similar technologies. Cookies are small files stored on your device that help a website work properly and understand how it is used.

We use essential cookies that are necessary for the website to function. We only use analytics or other non essential cookies if you have given your consent, and you can change your choice at any time through the cookie settings on our website or your browser settings. Blocking some cookies may affect how parts of the website work.

Our website and booking portal may contain links to other websites, including social media platforms such as LinkedIn. We are not responsible for the privacy practices of other sites, and we encourage you to read their policies.

11. Security

We use appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse or alteration. These include access controls, secure systems and trained staff who understand their responsibilities when handling confidential information. Access to our online booking portal is protected by login credentials, which you should keep confidential.

No method of transmission over the internet is completely secure, but we work to keep your information safe. If a breach occurs that is likely to put your rights and freedoms at risk, we will notify the ICO and affected individuals where the law requires.

12. Changes to this policy

We may update this policy from time to time to reflect changes in our services or in the law. The latest version will always be available on our website, with the date it was last updated shown at the top. Please check it periodically.

13. Contact us

Questions, comments and requests about this policy or your personal information are always welcome.

Clockwork Logistics Ltd 18 Rivington Street London EC2A 3DU

Telephone: 020 7729 6169 Email: info@workgroup.co.uk