



the hill company
professional data management

Right item.... first time.... on time.... every time

#05.057 ONLINE PRIVACY STATEMENT

THE HILL COMPANY

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The Hill Company

ONLINE PRIVACY STATEMENT

1. WHO WE ARE

The Hill Company is a dedicated records management company that operates nationwide. Our state-of-the-art records centers use industry-leading technology.

Established to offer exceptional service and value, we live by our motto: "Right item, first time, on time, every time". We are specialists in document storage, scanning and shredding.

Registered office address: Solus 31, Motherwell Way, West Thurrock, Essex, RM20 3LB

Company number: 04959684

2. PERSONAL DATA

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

"any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

3. HOW WE USE YOUR INFORMATION

This privacy notice explains how The Hill Company collects, uses, and protects your personal data.

We only collect the information we require to process your order, including payment and delivery details. We may also process your data based on our legitimate interests to help improve and maintain our services. We do not use your personal data for automated processing.

Cookies used on this website are necessary for order processing (e.g., shopping basket functionality). We do not use cookies to collect personal data

4. WHY DOES THE HILL COMPANY NEED TO COLLECT AND STORE PERSONAL DATA?

In order for us to provide you with a service we need to collect personal data for the legitimate processing of the contract while you remain a Hill Company customer and thereafter where the law/contract reasons require it. In any event, we are committed to ensuring that the information we collect, and use is appropriate for this purpose and does not constitute an invasion of your privacy.

5. WILL THE HILL COMPANY SHARE MY PERSONAL DATA WITH ANYONE ELSE?

We may pass your personal data to trusted third-party service providers contracted by us. These providers are obliged to:

- Keep your data safe.
- Use it only to fulfil the service we request.
- Dispose of it securely when no longer needed.

These providers may contact you regarding your order or for customer feedback.

6. HOW WILL THE HILL COMPANY USE THE PERSONAL DATA IT COLLECTS ABOUT ME?

The Hill Company will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavor to keep your information accurate and up to date and not keep it for longer than is necessary.

The Hill Company is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

We retain personal data only for as long as is necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

7. UNDER WHAT CIRCUMSTANCES WILL THE HILL COMPANY CONTACT ME?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

8. CAN I FIND OUT THE PERSONAL DATA THAT THE HILL COMPANY HOLDS ABOUT ME?

The Hill Company at your request, can confirm what information we hold about you and how it is processed. If The Hill Company does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of The Hill Company or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the Information Commissioner's Office (ICO), the supervisory authority in the UK: <https://ico.org.uk>
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.

9. WHAT FORMS OF ID WILL I NEED TO PROVIDE IN ORDER TO ACCESS THIS?

The Hill Company accepts the following forms of ID when information on your personal data is requested:

- Passport
- Driving licence
- Birth certificate
- Utility bill (dated within the last 3 months)

If you require more information, please contact us on:

- data.protection.officer@thehillcompany.co.uk

VERSION HISTORY

Version	Date	Detail	Author
01	23/03/2020	First Edition	TH / SW
02	23/04/2025	Reviewed statement and added a "Who We Are" section.	TH / SW
03	12/06/2026	Managing Director changed	TH/SW

SIGN OFF AND REVIEW DATE

Sign Off		Name	Ryan Brazier
Position	Managing Director	Date	12/06/2026
Last Reviewed	12/06/2026	Name/s	Terry Hunt Simon Williams