Privacy Policy

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Last Updated: 01/10/2026

Clear Flow Customs Ltd ("we", "our", "us") is committed to protecting your privacy and handling your personal information responsibly.

Information We Collect

We may collect:

- Name
- Company name
- Email address
- Telephone number
- EORI number
- VAT number
- Shipment and customs information
- Any information submitted through our website contact forms

How We Use Your Information

We use your information to:

- Respond to enquiries
- Provide customs clearance services
- Process customs declarations
- Comply with HMRC and legal obligations
- Maintain business records
- Improve our services

Legal Basis for Processing

We process personal information on the basis of:

- Contract performance
- Legitimate business interests
- Compliance with legal obligations
- Consent where required

Sharing Information

We may share information with:

- HMRC
- Customs software providers
- Accountants and professional advisers
- Service providers supporting our operations

We do not sell personal information.

Data Retention

We retain records only for as long as necessary to:

- Provide our services
- Meet legal and regulatory requirements
- Comply with HMRC record-keeping obligations

Some customs-related records may be retained for up to six years.

Your Rights

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion where legally permitted
- Restrict processing
- Object to processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

Contact

For privacy enquiries contact:

info@clearflowcustoms.co.uk