

## Parcel SafePlace Resident Privacy Notice

Last updated: 14 May 2026

### 1. Who uses your data?

Like you, we care about your privacy. This privacy notice explains how, when, where, and why we use your information. It also provides you with advice on your rights regarding how your information is used.

In this privacy notice “we”, “us”, or “our” means:

Parcel Safe Place Limited  
Company number: 13370092  
Registered office: Devonshire Green House, 14 Fitzwilliam Street, Sheffield, S1 4JL

You can reach our data protection officer at: [legal@parcelsafeplace.com](mailto:legal@parcelsafeplace.com) and can also contact us in writing or phone on the details below:

UK	EU/EEA
Devonshire Green House, 14 Fitzwilliam Street, Sheffield, S1 4JL  <b>+44 (0)20 8129 4588</b>	Pinar 5, Madrid, Comunidad de Madrid, 28006

We process personal data on behalf of the accommodation provider who is responsible as ‘the controller’ for your personal data that is collected when using our services, particularly the PSP Platform, to manage access to the parcel room or locker.

We may also process certain personal data as an independent controller where necessary for fraud prevention, legal compliance, service administration, service improvement and handling disputes or claims.

### 2. Who does this privacy notice apply to?

This policy applies to residents and authorised delivery drivers using the PSP Platform to access a parcel room or locker.

Your accommodation provider will have informed you that data may be collected for post and parcel management purposes. This policy explains in further detail how we use your information.

### 3. Who doesn’t this privacy notice apply to?

This policy does not apply to information we collect:

- About staff or contractors of the accommodation provider, or
- As part of selling, installing, providing and billing our services.

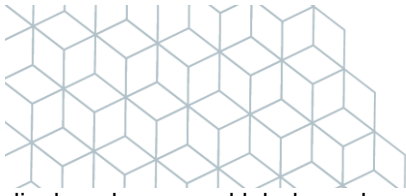
As we are part of the ASK4 Group our Group Privacy Policy ([ask4.com/legal/privacy-policy](http://ask4.com/legal/privacy-policy)) applies.

Information collected as part of our recruitment processes or about our employees or shareholders is also not covered by this policy.

### 4. How and what information do we collect?

#### 4.1 If you are a resident receiving a parcel

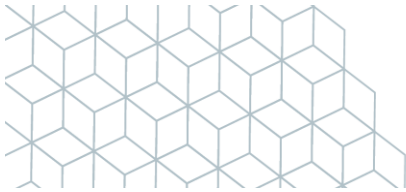
Parcel rooms and lockers are shared access facilities used by multiple residents. When collecting parcels, residents may be able to see other parcels awaiting collection, including information



displayed on parcel labels such as recipient names, addresses and sender details. This is an inherent part of operating a shared parcel management service, similar to apartment mailboxes or building reception areas.

Access to parcel rooms and lockers is restricted to authorised users and monitored using access controls, audit logs and CCTV for fraud prevention and incident investigation purposes.

<b>How we use your personal information</b>	<b>Information we collect</b>	<b>Legal basis for the data processing</b>	<b>How Long we Keep This Data</b>
To allow delivery drivers to log the delivery of parcels.	Your name, and information on the premises where you live	Performing a contract or taking steps prior to entering into a contract.	Until you move out, at which point all identifying details are anonymised and deleted
To notify you that you have a parcel to collect.	Your contact information, including email address and telephone number.	Performing a contract or taking steps prior to entering into a contract.	Until you move out, at which point all identifying details are anonymised and deleted
To help track missing parcels and, on an aggregated basis, to monitor the performance of the service and the capacity of the parcel room.	Your delivery history, and collection logs (including photo and signature of collection).	Performing a contract.  We (and your accommodation provider) have a legitimate interest to monitor the use, performance and capacity of the service for operational and service improvement purposes.	90 days from the date of capture
To prevent and manage lost or stolen parcels.	CCTV images	We have a legitimate interest in preventing and investigating fraud, theft and misuse of the service.	In the UK: 30 days from the date of recording  Italy, Germany, Austria: 72 hours from the date of recording  Rest of EU/EEA: 14 days from the date of recording.
To support your use of the platform	Your name, and information on the premises where you live	Performing a contract.  We (and your accommodation provider) have a legitimate interest in administering, supporting and improving the services.	18 months



#### 4.2 If you deliver a parcel

How we use your personal information	Information we collect	Legal basis for the data processing	How Long we Keep This Data
To help track missing parcels and, on an aggregated basis, to monitor the performance of the service and capacity of the parcel room.	Your delivery history, and camera/CCTV images.	We have a legitimate interest in preventing and investigating fraud, theft and misuse of the service and the parcel room.	90 days from the date of capture for logs and 30 days from the date of recording for CCTV

#### 5. Who we share your information with?

We may share your personal data (in addition to the cases already mentioned above) for the following purposes:

##### 5.1. Suppliers

We use companies and individuals to perform functions on our behalf. These third party service providers may access personal information needed to perform their functions but may not use it for other purposes. Details of the suppliers we use routinely to process personal information are set out below:

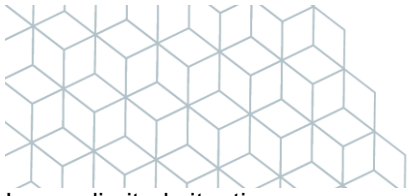
Supplier	Processing purpose
Amazon Web Services	Platform hosting and data storage
Farsight Security Services Limited	CCTV monitoring
Twilio	To send SMS
Airtable	To capture customer reviews
Microsoft	Email and collaboration services in limited circumstances

##### 5.2. Accommodation providers

We may share your personal information with your accommodation provider to resolve issues concerning access to the parcel room.

If you are a resident in managed accommodation, we may share your name, location, and information about your support issues with your accommodation provider. We do this so your accommodation provider can check that we are providing you with a quality service and that we are meeting our contractual obligations to you and them.

We may also share details with your accommodation provider where we feel that your service experience is impacted by something and we are unable to reach you. We do this so your accommodation provider can also reach out to you to help us resolve or make you aware of the potential service issues.



In very limited situations, we may share information with an accommodation provider that is not solely service-related. We will assess the potential benefits and risks of sharing or not sharing. Following this assessment, we will only share your personal information where it is fair, necessary, and proportionate.

In limited situations, we may share information with your accommodation provider where necessary for fraud prevention, incident investigation, legal compliance or dispute resolution purposes. We will only do so where we consider such sharing to be fair, necessary and proportionate.

We require all accommodation providers to handle the information we share securely and to only use it for the above purposes.

### **5.3. Law enforcement agencies and other authorities**

We are legally obliged to share your data with certain authorities upon request. Such may include law enforcement agencies, authorities that prosecute administrative offences subject to fines and the tax authorities. We may also share your data with authorised third parties if we are required by applicable law and court or administrative order.

If it is necessary for the clarification or prosecution of illegal or abusive incidents, personal data will also be shared with our legal advisors, the law enforcement authorities and, if applicable, with harmed third parties. However, this only happens if there are concrete indications of illegal or abusive behaviour. Data may also be passed on if this serves to enforce contractual provisions between us and our contractual and business partners.

### **5.4. Other group companies**

We will share information across different parts of our group as part of the administration of our business. If you access our services and live or work outside of the UK, we may operate through one of our local branches or group companies. The other parts of our group will only use your information in accordance with the purposes above.

### **5.5. A new business owner**

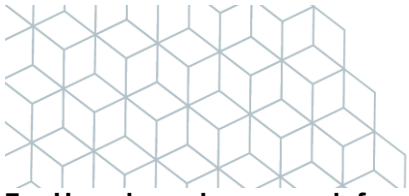
If there is a change (or expected change) in who owns our business or any of our assets, we might share personal information with the new (or prospective) owner. If we do, they will have to keep it confidential and handle it in accordance with applicable data protection laws.

## **6. Where do we transfer your data to?**

We may rely on group companies, contracted third-party companies or other collaborative partners and external service providers located outside the country where you are resident to fulfil the purposes described in this privacy notice or to provide our services.

In such cases, information may be passed on to these companies or individuals to enable them to continue performing their obligations. We guarantee that we will take the necessary measures to protect your personal information in compliance with applicable data protection laws in case of transfer of your personal information to another country. Where data is collected from an individual within the European Union or European Economic Area and it is transferred outside of the European Union or European Economic Area, we ensure an appropriate level of data protection, for example, by concluding corresponding contracts with the data recipient.

You can ask us to demonstrate that these data transfers are carried out in a compliant manner, unless doing so would undermine the security of the transferred personal information.



## 7. How do we keep your information secure?

We have taken technical and organisational measures to ensure data security. Among other things, these measures serve to prevent unauthorised access to the technical equipment used by us and to ensure the protection of your personal data against unauthorised access by third parties.

The technical and organisational measures we use are updated and adapted to the current industry best practice.

## 8. Your rights

If you would like information about the data stored about you, wish to exercise your other rights, or have any questions about data protection to us, you can contact us using the contact details above.

Your accommodation provider is responsible as controller for personal data processed in connection with the provision of the PSP service. PSP may also act as an independent controller for limited processing activities relating to fraud prevention, legal compliance, service administration and dispute management.

Where PSP acts as a processor on behalf of your accommodation provider, we will assist your accommodation provider in responding to your requests. Where PSP acts as an independent controller, we are responsible for responding to requests relating to that processing.

We may ask you for proof of identity when you exercise any of these rights. We do this so we know we are dealing with the right individual. Upon presenting to us the respective requirements, you are also entitled to the following rights:

- **Right to access:** You can ask us to confirm whether or not we have and use your personal information and provide a copy of your personal information. You can also ask us to provide this information in a machine-readable form to you or another company but only where we use your personal information to perform a contract with you or where we asked for your consent to use your personal information. This right does not apply to any personal information that we hold or process based on our legitimate interest or which is not held in digital form.
- **Right to correction and erasure:** You can ask us to correct inaccurate personal information about you, but we will need to verify the accuracy of the information first. You can ask us to erase your personal information if you think we no longer need to use the information for the purpose for which we originally collected it. However, you cannot do this where we need the information to perform Our contract with you. We may not always be able to comply with your request, for example, if we need to keep using your personal information to comply with Our legal obligations or where we may need to use the information as part of legal claims.
- **Right to restriction of processing:** You also have the right to ask us to restrict the processing of your personal data; in such case, the data will be blocked from any further processing. This right exists, in particular, if the accuracy of the personal data is disputed between you and us. We can continue to use your personal information following a request for restriction if we have your consent to use the information, or we need to use it to establish, exercise, or defend legal claims or use it to protect the rights of another individual or a company.
- **Right to data portability:** Where we process your personal data for performing a contract with you, or on the basis of your consent, you also have the right to receive your personal data in a structured, commonly used and machine-readable format, if and to the extent that you have provided us with the data.



- **Right to withdraw consent:** If you have given us consent to process your personal data (which you generally do not have to do), you can withdraw this consent at any time. Withdrawing consent does not affect the lawfulness of the data processing carried out on the basis of the consent up until you revoke your consent.
- **Right to object:** You can object to the processing of your personal data where you believe your fundamental rights and freedoms to data protection outweigh our legitimate interest in using the personal data. If you object, we may continue to use the personal data where we can demonstrate that we have compelling legitimate interests in using the information.
- **Right to object to direct marketing:** You can also object to the use of your personal data for direct marketing purposes at any time. To do this, please write to us using the email address indicated above. Alternatively, use the unsubscribe function on any communication that is sent to you.
- **Rights around automated decision making:** Currently we do not make any decisions about you solely based on automated means (i.e., with no human intervention) that would have a legal effect on you or would significantly affect you. If we were to make any such decision, you might have the right to object that decision, express your point of view, and ask for a human review.
- **Right to dispose of your data:** Where permitted under applicable data protection laws, in the event of death, the rights listed above relating to your personal information may be exercised by those who have an interest in your personal data or are acting on your behalf as an agent or other representative. You may expressly prohibit the exercise of some of the rights listed above by sending us a written declaration to the email address indicated in point 1 above. The declaration may subsequently be revoked or modified in the same manner.

We will not ask for a fee, unless we think your request is unfounded, repetitive, or excessive. Where a fee is necessary, we will inform you before proceeding with your request.

We aim to respond to all valid requests within one month. However, it may take us longer if the request is particularly complicated or if you have made several requests.

We may not always be able to do what you have asked. For example, we might not be able to provide you with information where doing so would impact another person's right to privacy or deleting information would conflict with Our legal obligation to retain the information.

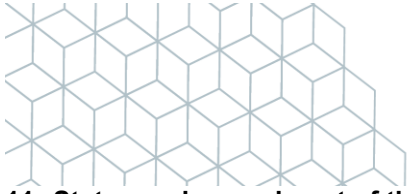
## 9. Links to third party sites

Some sections of our website contain links to the web pages of third parties. These websites are subject to their own data protection policies. We are not responsible for their operation, including the data handling practices of their operators; you should review the privacy statements or policies of those websites before you submit any personal information.

## 10. Contact information

You can contact us using the contact details above.

If you do not believe we have managed to resolve your query or concern, you also have the right to lodge a complaint with a supervisory authority at any time, in particular, with a supervisory authority in the EU/EEA member state where you live or where the alleged infringement took place, if you are of the opinion that the processing of your personal information violates data protection laws and rules.



#### **11. Status and amendment of this privacy notice**

We therefore reserve the right to amend this privacy notice in the future within the framework of the applicable data protection laws and, if necessary, to adapt it to changed data processing realities. We will notify you separately of any significant changes to the content.