

Privacy Policy

Introduction

BJS Distribution Storage & Couriers Limited (UK) and BJS Distribution Couriers & Storage Services Inc. (USA) (collectively referred to as “BJS”, “we”, “us”, or “our”) respect your privacy and are committed to protecting your personal data.

This privacy notice explains how we collect, use, and safeguard your information when you visit <https://bjshomedelivery.com> (including localized versions such as /en-us for U.S. visitors), use our services, or communicate with us through other means such as email, telephone, SMS, or postal mail.

It also outlines your privacy rights and how the law protects you under both the UK General Data Protection Regulation (GDPR) and U.S. federal and state privacy laws (including the California Consumer Privacy Act (CCPA/CPRA) and Telephone Consumer Protection Act (TCPA)).

1. Important Information and Who We Are

This policy explains how BJS collects and processes your personal data when you use our website, purchase a service, take part in a promotion, or contact us for support.

Our website and services are not intended for children under the age of 16, and we do not knowingly collect data relating to children.

This notice supplements other privacy statements and is not intended to override them.

****Data Controllers****

- United Kingdom: BJS Distribution Storage & Couriers Limited
- United States: BJS Distribution Couriers & Storage Services Inc.

Both entities are responsible for the information collected within their respective jurisdictions and work together to maintain global privacy standards.

****Contact Details****

Email: dataprotection@bjshomedelivery.com

UK Office: BJS House, Unit 2, Bull Lane, Western Way, Wednesbury, WS10 8RR, United Kingdom
U.S. Office: BJS Distribution Couriers & Storage Services Inc., 7425 W Sunnyview Ave, Visalia, CA 93291, United States

If you have any questions or concerns about how we handle your data, please contact us first.

- In the UK, you may contact the Information Commissioner's Office (ICO) – www.ico.org.uk
- In the U.S., you may contact the Federal Trade Commission (FTC) or your state's Attorney General.

2. The Data We Collect About You

We may collect, use, store, and transfer the following types of personal data:

- Identity Data: first name, last name, title, date of birth, and gender.
- Contact Data: billing address, delivery address, email, and telephone numbers.
- Financial Data: bank account or payment card details.
- Transaction Data: payments, orders, and service records.
- Technical Data: IP address, browser type, device type, operating system, time zone, and website usage details.
- Profile Data: order history, preferences, and feedback.
- Marketing & Communications Data: preferences for receiving communications from us.

We also collect aggregated and anonymised data for analytical purposes.

We do not collect sensitive personal data or information about criminal convictions unless required by law.

3. How We Collect Your Data

We gather information through:

- Direct interactions: when you contact us by phone, email, SMS, or online forms.
- Customers and clients: where personal data is shared with us to perform a delivery or service.
- Automated technologies: such as cookies and analytics tools that track website usage.
- Third parties: including payment processors, logistics partners, and analytics providers.

4. How We Use Your Personal Data

We use your information to:

- Process and deliver your orders.
- Communicate updates, confirmations, and support messages.
- Improve our services and website performance.
- Send you service or marketing messages (only with consent).
- Comply with legal and regulatory obligations.

We will only use your personal data when the law allows us to, including to perform a contract, to comply with a legal obligation, or where we have a legitimate interest.

5. Marketing & Text Message Communications

We rely on your consent under Article 6(1)(a) of the UK GDPR for marketing communications, including texts and emails.

Promotional Communications

We may send you service updates, delivery notifications, and promotional offers via email, phone, or SMS (text message) if you have opted in.

****SMS and MMS Disclosures (U.S. Requirement)****

By providing your mobile number, you consent to receive text messages from BJS regarding deliveries, updates, and promotional content. Message frequency may vary. Message and data rates may apply.

You can opt out at any time by replying STOP or contacting us at dataprotection@bjshomedelivery.com.

California residents may also exercise their right to opt out of data sale or sharing at: <https://bjshomedelivery.com/opt-out>

We do not share, sell, rent, or otherwise disclose your mobile opt-in data, consent, or personal information to any third parties for marketing or other purposes.

This disclosure complies with U.S. carrier requirements and the Telephone Consumer Protection Act (TCPA).

6. Cookies

Cookies help us improve your experience and analyze site performance. Our Cookie Policy explains what we use and how you can manage preferences.

7. Data Sharing

We may share personal data with trusted subcontractors and service partners who assist in delivering our services, such as IT providers, customer support agents, or logistics partners. All subcontractors are required to follow strict data protection standards and confidentiality agreements.

8. International Transfers

Your information may be transferred between our worldwide operations areas. We ensure appropriate safeguards are in place, such as Standard Contractual Clauses or equivalent legal protections.

9. Data Security

We use technical and organizational measures to protect your data against loss, misuse, or unauthorized access.

If a breach occurs that affects your data, we will notify you and the appropriate authorities as required by law.

10. Data Retention

We retain your personal data only as long as necessary for the purposes it was collected, or to comply with legal, tax, or regulatory requirements.

11. Your Rights

UK Residents (GDPR):

You have the right to access, correct, erase, restrict, or object to the processing of your personal data, and to data portability.

U.S. Residents (CCPA/CPRA):

Depending on your state of residence, you may have the right to request access to or deletion of your data, opt out of data sharing, or request non-discrimination for exercising your privacy rights.

You can exercise your rights by contacting dataprotection@bjshomedelivery.com.

12. Updates to This Policy

We may update this Privacy Policy periodically to reflect legal or operational changes. The latest version will always be available at <https://bjshomedelivery.com/privacy>.

Last updated: 06/10/2025

Key U.S. Compliance Statement

BJS Distribution Couriers & Storage Services Inc. complies with all applicable U.S. privacy and messaging laws.

No mobile opt-in data, consent, or personal information will be shared with third parties.