



Customer Pack

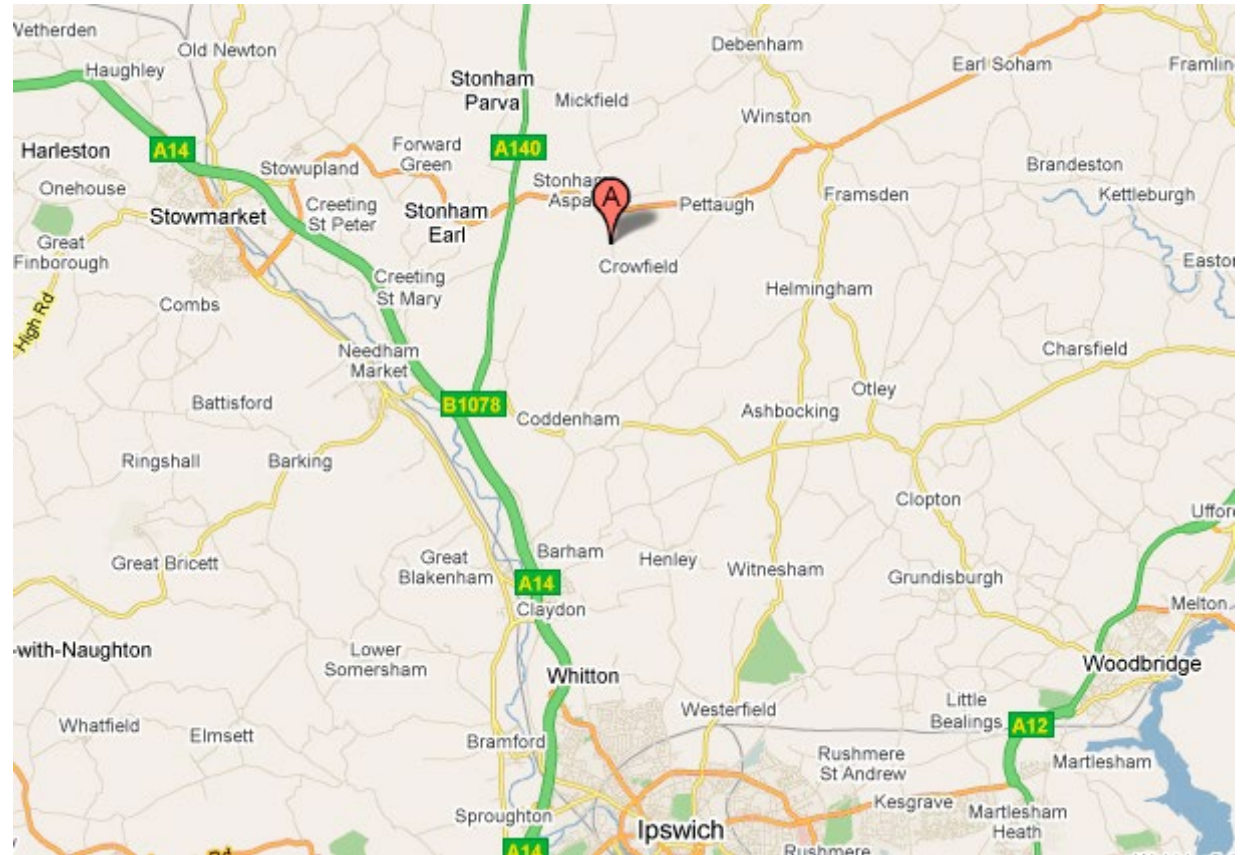
Map & Directions



We are based in Woodfarm Business Centre, which is conveniently located close to the junction of the A14 and A140 enabling services to be offered throughout a large part of East Anglia.

Stowbox,
Woodfarm Business Centre,
Stonham Road,
Crowfield,
Ipswich
IP6 9TH

Tel: 01449 711478
Fax: 01449 710408
E-Mail: reg@stowbox.co.uk



Follow the A14 (Ipswich to Stowmarket) until the Beacon Hill Junction. Head towards Norwich and follow the A140 for approx 3miles. Turn right on the A1120 junction (at the bottom of the hill), sign posted 'Stonham Aspal'. Travel though the village, past the Ten Bells Public House (on left-hand side). When leaving the village you will approach a football field on your right. Turn right at the junction directly past the playing field, sign posted 'Woodfarm Business Centre and Crowfield Church'. Follow the lane for approx 1/2mile. Woodfarm Business Centre is on the right hand side.

ID Information



FOR SECURITY REASONS ANYONE WISHING TO USE OUR STORAGE FACILITIES WILL NEED TO PROVIDE PROOF OF IDENTIFICATION.

Listed below are two groups showing the types of identification required
From Group A proof of who you are and from Group B proof of residence
Documents issued by an official authority, which cannot easily be forged and include a photograph, are preferred

PLEASE NOTE: YOU CANNOT USE THE SAME DOCUMENT TO PROVIDE BOTH IDENTITY AND ADDRESS
Please select one item from each of the following lists:

Group A (name verification)

- Current/Valid signed Passport
- National ID card if not from an EU country
- Residence permit issued by Home Office to EU nationals on sight of own country passport
- Current signed Full (not Provisional) Driving License (old and new style)
- Building Industry Subcontractors Tax certificate issued by the Inland Revenue
- Benefit book from the Benefits Agency
- Inland Revenue Tax Notification
- Bank, Building Society or credit union statement or passbook containing current address

Group B (address verification)

- Recent (not more than 3 months old) bill or a certificate from a supplier of utilities (except mobile phones) confirming the arrangement to pay for the services on pre-payment terms
- Local Authority tax bill (valid for the current year)
- Current UK Photo Card Driving License (if not used for evidence of name)
- Bank, Building Society or credit union statement or passbook containing current address
- The most recent (not more than 15 months old) original mortgage statement from a recognised lender
- Local council rent card or tenancy agreement
- Benefits book or original notification letter from the benefits agency confirming the rights to benefit (if not used for evidence of name)

Registration Form



Name: _____ Unit Reference: _____

Address: _____

Post Code: _____

Contact Numbers: Daytime: _____ Evening: _____ Mobile: _____

E mail Address: _____

Monthly Rate for Ref: 20/8/8 Rental £ 80.00 (per month, in advance) []

Monthly Rate for Ref: 10/8/8 Rental £ 50.00 (per month, in advance) []

Date of start of storage: ___/___/___

Date I wish to vacate my Stowbox: ___/___/___ (If known)

Bank Details:

Direct Debit : Santander. Sort Code 09-01-29. Account No 02270528.

Cheques: Please make cheques payable to "Stowbox Ltd"

Receipt required Y / N

I agree to Terms & Conditions & above

Signed _____ Date: ___/___/___

Storage Terms & Conditions



General

- The Storage period is based on calendar monthly. Any part thereof will be charged at the weekly/daily rate.
- Rental Charges will be made on a weekly/monthly basis, payable in advance.
- Much of the Business Centre is covered by CCTV, we are currently testing and adding web cams to the remaining areas to further security.
- Access during storage period is generally available during office hours, outside of this please call or email and we shall endeavor to accommodate your needs. Should it be necessary on a regular basis, provision of a main entrance key can be considered on an individual basis.
- Stowbox Ltd (The Company) reserves the right to move containers during the period of storage for the purpose of gaining access to other areas of storage accommodation.
- The Company will accept no responsibility for loss or damage occasioned to any Goods stored whilst in the company's custody other than that caused by negligence of the Company, its agents or servants.
- In the unlikely event and in extreme weather conditions the steel structure of our containers can suffer from condensation therefore we encourage you to cover items with polythene to eliminate any dampness (we are happy to supply you with the polythene free of charge).
- At expiration of the storage period any items not collected by their owners will incur the next period of charges and be held until payment is received or if any unpaid debt exceeds 60 days we shall reserve the right to sell/dispose items in storage to cover outstanding monies and make the store available for re-let.
- We review our storage charges periodically. You will be given 1 months notice in writing of any increase.
- Termination of this Contract will be by 1 calendar months notice in writing, given by either party.
- Failure to make the monthly rental charge will result in the following: 1st month overdue, storage location will be double locked, and late payment fee of £12 charged. 2nd month overdue, another late payment of £12 will be charged. 3rd month overdue, debt will be recovered through the sale of content within storage and any cleaning and disposal costs will be added to the debt. This debt will then be handed over to our legal department.

Storage Terms & Conditions



Your Responsibility

- Owners must take out adequate insurance cover for their goods in storage against all insurable risks, as they may deem desirable for the storage period.
- Prepare and adequately stabilise all appliances or electrical equipment prior to their storage.
- Empty properly, defrost and clean refrigerators and deep freezers. We are not responsible for contents, or damaged caused through incorrectly putting into storage
- All Calor Gas cylinders and other combustible or flammable materials must be removed from all appliances prior to commencement of storage.
- Provide us with a contact address for correspondence during storage period and immediate updates of any changes whatsoever.
- To return keys/locks as provided in good condition to obtain deposit refund.

Goods not to be Submitted for Storage

- Any Animals and other cages and tanks including pets, birds, fish or livestock
- Goods which require special licences or Government permission.
- Fresh, refrigerated or frozen foods.
- No hazardous waste. If you are found to be storing this your details be will passed over to the authorities. You will also be responsible for any associated costs and charges.

Ownership of the goods

- By entering into this contract you declare that the goods to be stored and removed are your own property, OR the persons who own or have an interest in them, have given you authority to make this contract, and have been made aware of these conditions.
- You will meet any claim for damages and/or costs against us if these declarations are not true.

Signed _____ Date: ___/___/___

GDPR



New European data protection laws being introduced from 25th May are designed to protect your privacy and personal data. Part of the new law requires us to give you more control and transparency over what information we keep about you, how we hold and use this information in our records and provide you with more privacy protection.

We are only a small company, Stowbox Self Store need only to keep the bare minimum and essential details needed to - perform business smoothly - to contact customers and suppliers accordingly - and for statutory accounting and invoicing purposes. We do not pass any customer or company details to any third party.

Stowbox Self Store stress that only basic information is held and we do not hold or require any sensitive or other personal information.

All our records and information have been gained through correspondence and contact with Customers and Companies and are held in an electronic database and /or manual paperwork and is reviewed regularly by us to remove any unwanted or obsolete data that is no longer required by either permanent destruction – electronic deletion and / or shredding. Stowbox alone is using and accessing this data and no other parties have access to any data held in the database.

However, please be advised that statutory UK accounting laws and constraints apply to the holding of some data requiring us to archive some documents and information. Examples of this would be invoices and payment details relating to the trading practices of my business.

GDPR



Details held in our database are as follows;

Customer Name or Company Trading and Contact Name.

Customer Address and Phone number/s or Company Trading and Contact address and Phone Number/s.

Vehicle/caravan storage - Customer Vehicle or Caravan details - Customer or Company Invoicing and Billing details including Banking Details.

Customer Emails / Company E-mails - All e-mails are sent and received through Microsoft's Outlook E-mail services or Xero email services and are subject to Microsoft.com's and Xero's own Terms and Conditions of Use.

GDPR states that you also have the right to ask us to provide you with all the information we hold and if required remove all your details and information from our database. You can do this by requesting a Subject Access Request and we will respond within 30 days by sending you all the details regarding the information we hold about you, what happens to that data and how it is used.

Stowbox Self Store request that you can do this by either E-mail or Post so that an accurate and dated record can be kept of all such requests.

We would like to take the opportunity to advise that keeping access to basic records allows us to continue the smooth running and operation of the business and that opting to remove all details may have an impact on business transactions - how we can communicate in the future and how we can offer future services. However, this does not mean the cessation of any future services being offered or transactions being made.

GDPR



You now have the option to either allow or not to allow us to hold and use the data we have about you and Stowbox Self Store requests that you take time to consider all the implications of the new GDPR data laws and advise us accordingly if you are happy for us to continue to hold your basic details or if you prefer for us to delete all the data we hold about you.

We request that you do this by either contacting us by E-mail, or Post using the form attached, so that accurate and dated records of requests can be kept.

We would request that you give this your immediate attention so that we can keep accurate and up to date records relating to GDPR.

You can gain further information by going to the Government Information Commissioners Office web site or the EU GDPR web site.

GDPR Consent form



Customer Name / Company Trading Name

Address
.....

Postcode

Company Authorised GDPR Correspondent Name (if applicable)

I /We Do / Do Not Consent to Stowbox Self Store keeping and using My / Our details

Name

Signature

Date