VAN-GO CLEARANCE LTD

Complete Company Policies Pack
For Commercial Clients & Council Tenders

Company Number: 17347913
Waste Broker Registration: CBDU652706
9 Church View Road, IP26 4PT
service@van-goclearance.co.uk | 07701256110
www.van-goclearance.co.uk

Contents:

1. Customer Terms & Conditions (42 Clauses)
2. Booking Summary - Customer Facing
3. Customer Guides - Getting Ready For Collection
4. Privacy Policy - UK GDPR
5. Cookie Policy
6. Model Cancellation Form - Consumer Contracts Regs
7. Modern Slavery & Human Trafficking Policy - s.54 Modern Slavery Act 2015

Includes updates: Wait & Load 20-30 mins, Waste Transfer Note emailed

Date: 7 September 2026
Version: 1.1

VAN-GO CLEARANCE LTD - CUSTOMER TERMS AND CONDITIONS

Company Number: 17347913 | Waste Broker Registration: CBDU652706
9 Church View Road, IP26 4PT | service@van-goclearance.co.uk | 07701256110 | www.van-goclearance.co.uk

These terms apply to services arranged by Van-Go Clearance Ltd ("Van-Go Clearance", "we", "us" or "our") for the customer ("you" or "your"). These terms, your quotation, booking confirmation and any service-specific conditions form the contract.

1. DEFINITIONS
1.1 Customer means the person, company, organisation or other legal entity booking or buying a Service through Van-Go Clearance.
1.2 Van-Go Clearance means Van-Go Clearance Ltd, acting as a waste broker and service arranger. We do not ourselves collect, carry or dispose of Waste unless expressly stated.
1.3 Operator means an independent third-party waste carrier, waste-management company, Man & Van or caged-tipper operator, skip-hire or grab-hire company, or other suitably authorised provider appointed by us.
1.4 Service means the waste collection, clearance, transport, skip hire, Wait & Load, grab hire or other waste-related service booked through us.
1.5 Waste means the materials you describe when booking and which the Operator accepts.
1.6 Site means the property, premises, road, driveway, garden, building site or other service location.
1.7 Equipment includes skips, Wait & Load skips, containers, grab equipment and other equipment supplied.

2. BASIS OF CONTRACT
2.1 Quotations rely on information you provide including Waste type, volume, weight, photographs, Site access, parking, labour and other details.
2.2 A contract is formed when you accept our quotation and we confirm the booking.
2.3 By accepting you confirm information is accurate and complete.
2.4 If Waste or circumstances differ materially, we or the Operator may revise price, charge for additional labour/equipment, require another vehicle, refuse Waste or cancel where Service cannot be performed safely or lawfully.

3. QUOTATIONS AND PRICES
3.1 Prices based on your information. 3.2 VAT stated as included or excluded. 3.3 We will identify foreseeable extra charges. 3.4 Online/telephone quotes may be verified. 3.5 Material changes may incur additional charges explained beforehand where practicable.

4. PAYMENT
4.1 Unless credit terms apply, payment due before or when Service provided. 4.2 We accept cards, Apple Pay, Google Pay, PayPal, Klarna (credit provided by Klarna Bank AB) and methods shown on website. Third-party provider terms apply. 4.3 We may require payment for additional charges before extra work. 4.4 Approved business customers must comply with credit terms. We may suspend Services while overdue.

5. MAN & VAN CLEARANCE
5.1 May include collection and loading of permitted household, garden, commercial, building Waste. 5.2 Price reflects estimated volume and labour. 5.3 Booked size must not be exceeded. Excess may incur charge or be left. 5.4 Waste must be reasonably accessible unless loading included. 5.5 Tell us about stairs, lifts, lofts, long carries, dismantling, restricted parking, narrow access, etc.

6. CAGED-TIPPER COLLECTIONS
6.1 Subject to vehicle capacity and legal weight limits. 6.2 Waste must suit booked vehicle. 6.3 Operator may refuse excess/unsafe Waste. 6.4 Inaccurate booking info may result in additional charges.

7. SKIP HIRE
7.1 You must ensure Site suitable, level and accessible. 7.2 Required highway permits/permissions must be obtained. If we arrange as agent, fee non-refundable and you must comply with conditions (lights, cones). 7.3 You must not move, damage, overload skip. Waste must not protrude above top/waterline unless agreed. No burning. 7.4 You are responsible for skip whilst on Site and for damage to highway/vehicles/drains except where caused by our/Operator negligence. 7.5 Unsuccessful delivery/collection due to matters within your control may incur wasted journey charge under clause 16.

8. WAIT & LOAD SKIPS
8.1 Operator delivers skip, waits agreed loading period, then removes. 8.2 Waste must be ready on arrival. Additional waiting may be charged. 8.3 You must provide safe access. Operator may refuse to load if unsafe or prohibited Waste present.

9. GRAB HIRE
9.1 Independent Operators provide grab-hire. 9.2 Waste must be within reach of grab arm. 9.3 Disclose overhead cables, restricted access, fragile structures, underground services, soft ground and hazards. 9.4 Operator may refuse unsafe Site.

10. ACCESS AND SITE CONDITIONS
10.1 Provide safe, reasonable access and disclose matters affecting Service. 10.2 You are responsible for accurate details about access, parking, stairs, carrying distances, Waste type/volume/weight, hazards and permissions. 10.3 Operator may refuse unsafe access. Unquoted parking, permits, tolls, congestion/clean-air charges payable by you.

11. WASTE DESCRIPTION
11.1 You must describe Waste accurately and not conceal or misdescribe. 11.2 If uncertain, ask us before placing item in skip or presenting for collection.

12. PROHIBITED AND RESTRICTED WASTE
12.1 Unless agreed in advance in writing with appropriately authorised Operator, standard skips and ordinary Man & Van must NOT contain: asbestos; clinical/medical Waste; hazardous chemicals, liquids, solvents, paints, oils, fuels, pesticides; gas cylinders; explosives; radioactive/contaminated material; sharps; loose vapes/disposable vapes/e-cigarettes/heated tobacco/vape batteries/pods unless separately declared.
12.2 The following require specialist Service and additional charge and MUST be declared: mattresses, upholstered seating containing POPs, sofas, armchairs, WEEE, tyres, plasterboard, fridges, freezers, TVs, monitors, fluorescent tubes, batteries, POPs-contaminated Waste.

13. WASTE VOLUME AND WEIGHT
13.1 Volumes estimates based on your info. 13.2 Comply with weight limits. Excess weight may be charged and Operator may require removal before lawful transport. 13.3 Restricted Waste may change suitability and price even within quoted volume.

14. LABOUR
14.1 Quotation states expected loading/clearance scope. 14.2 Materially greater work may incur additional labour charges explained beforehand unless immediate action required for safety/legal compliance.

15. COLLECTION TIMES AND DELAYS
15.1 We will use reasonable endeavours to arrange agreed date and arrival window. Dates/times are estimates not guaranteed unless expressly confirmed as guaranteed.
15.2 Delays may occur due to traffic, weather, breakdown, accidents, road closures, earlier jobs. We will endeavour to notify significant delay.

16. FAILED, ABORTED OR WASTED JOURNEYS
16.1 A wasted journey occurs where Operator is dispatched or attends Site but cannot start or complete Service due to circumstances within your control.
16.2 Includes: a) no/inadequate access; b) wrong address or Customer not at Site; c) Waste not available/accessible or materially different; d) prohibited/restricted Waste; e) overloaded/overweight/unsafe Equipment; f) obstruction/undisclosed restrictions; g) missing permits/permissions; h) unsafe conditions; i) cancellation after dispatch

under clause 18.2(c).
16.3 Where wasted journey occurs: a) Operator dispatched but diverted before arrival: up to 50% of Service price; b) Operator attends Site but cannot start/complete: up to 100% of Service price. Charge reflects fuel, labour, vehicle, lost capacity and non-recoverable third-party costs.
16.4 We will endeavour to mitigate, e.g. waiting up to 15 minutes where safe, or offering reschedule. Additional waiting/rescheduling may incur charge.
16.5 If you are a consumer in Cooling-off Period under clause 17: a) if you have NOT expressly requested performance to start during Cooling-off Period, no charge under this clause; b) if you HAVE expressly requested start, you are liable for proportionate amount for Service performed.
16.6 For business customers, charge under 16.3 is payable as genuine pre-estimate of loss.

17. CANCELLATION — CONSUMER CUSTOMERS
17.1 If you are a consumer booking at a distance, you have legal right to cancel within 14 days from day contract formed, without reason ("Cooling-off Period").
17.2 To cancel during Cooling-off Period, you must inform us clearly before it expires using contact details in confirmation. You may use model cancellation form.
17.3 If you expressly request Service starts during Cooling-off Period, you acknowledge: a) if Service fully performed during that period following your express request and acknowledgement, your statutory right to cancel ends; and b) if you cancel after performance started but before completion following express request, you will pay proportionate amount for Service performed.
17.4 Nothing affects rights that cannot lawfully be excluded.

18. CANCELLATION BY THE CUSTOMER
18.1 This clause applies subject to clause 17. To cancel, contact us with booking reference and address.
18.2 Outside Cooling-off Period or business customers: a) More than 24h before booked window: Full refund less non-recoverable third-party costs already incurred (permits, parking suspension, ULEZ/congestion/clean-air zone charges, Operator reservation). b) Within 24h but before dispatch: Late cancellation fee up to 50% may apply. c) Same day / after dispatch / en route / on Site: Wasted journey charge up to 100% may apply under clause 16.3(b).
18.3 Inside Cooling-off Period for consumers: a) Before performance starts: Full refund within 14 days, no fee. b) After performance started at express request but before completion: Proportionate charge under 17.3(b), balance refunded. c) After full performance at express request with acknowledgement right ends: No refund due.
18.4 Refunds under this clause by same payment method within 14 days.

19. CANCELLATION BY VAN-GO CLEARANCE LTD
19.1 We may cancel/reschedule/suspend where: a) performance would be unlawful; b) Waste prohibited/hazardous/misdescribed; c) suitable Operator capacity/permits unavailable despite reasonable efforts; d) Site unsafe or info materially inaccurate; e) events beyond reasonable control under clause 30.
19.2 If we cancel before dispatch for reasons outside your control, you receive full refund for unperformed Service.
19.3 If we cancel due to your breach/misdescription/prohibited Waste, clause 16.3 may apply.

20. DAMAGE TO PROPERTY
20.1 Reasonable care will be taken. Identify vulnerable flooring, walls, doors, gates, landscaping, fragile areas before work. 20.2 Do not instruct Operator to drive over soft ground, drains, manhole covers or unsuitable surfaces. Not liable where you instruct access despite warning or for pre-existing defects. 20.3 Report damage as soon as possible on day with photographs.

21. LIABILITY
21.1 Nothing excludes/limits liability for death/personal injury caused by negligence, fraud, or liability that cannot lawfully be excluded. 21.2 Subject to 21.1 and law, not liable for unforeseeable loss or indirect/consequential loss. 21.3 For business customers only, subject to 21.1, total aggregate liability limited to 100% of price paid for that Service. 21.4 Nothing affects consumers' legal rights. 21.5 Nothing affects your liability to pay Service price or wasted journey charges where due.

22. THIRD-PARTY OPERATORS
22.1 We appoint independent Operator. Operators must: a) use roadworthy vehicle; b) suitable equipment; c) hold valid Waste Carrier's Licence; d) comply with Waste Duty of Care and Waste Hierarchy. 22.2 We use reasonable care in selection and seek evidence of authorisations.

23. WASTE DUTY OF CARE
Everyone in waste chain must meet legislation and duty-of-care. You must describe Waste accurately, disclose hazardous/restricted characteristics, use Service lawfully and provide info needed for documentation.

24. WASTE TRANSFER INFORMATION
Where legally required, appropriate transfer information completed/arranged including description, classification, quantity, date/place, producer/holder, carrier, broker and destination. You must provide accurate info.

25. WASTE DESTINATION
We arrange transport to appropriately authorised facility or lawful destination suitable for Waste. Specialist treatment may cost extra.

26. WASTE HIERARCHY
We and Operators may use lawful reuse, recycling, recovery and disposal routes in line with waste hierarchy. Specialist treatment may involve additional cost.

27. ENVIRONMENTAL COMPLIANCE
We aim to use Operators that manage Waste responsibly and lawfully. Selection may consider availability, cost, distance, vehicle, recycling opportunity, destination, environmental factors and customer requirements.

28. CUSTOMER PROPERTY
Remove or clearly identify anything not for disposal. Not responsible for items accidentally included because you failed to identify them.

29. VALUABLES AND PERSONAL ITEMS
Do not place money, jewellery, documents, passports, photos, devices, records or other valuable/irreplaceable property in Waste. Collected Waste may promptly enter sorting/treatment/recovery/disposal and may not be recoverable.

30. FORCE MAJEURE
Neither we nor Operator liable for delay/failure caused by matters beyond reasonable control including severe weather, flood, fire, road closure, industrial action, accidents, breakdown, government action, legal change, utility failure, civil emergency or natural disaster. Where possible, we will notify and seek to rearrange.

31. COMPLAINTS
Send to service@van-goclearance.co.uk or contact in confirmation. Include booking reference, date, address, details, photos and supporting info. We will investigate and liaise with Operator where appropriate.

32. DATA PROTECTION
We process personal info under our Privacy Policy and data-protection law. We may share info reasonably required to fulfil booking with Operator including name, address, telephone, booking/access details and Waste info.

33. WEBSITE BOOKINGS
You must enter accurate info and upload photos that reasonably represent Waste. Website volume estimates and AI-assisted estimates are indicative tools only and do not replace your responsibility for accuracy.

34. PHOTOGRAPHS AND AI WASTE ESTIMATION
AI-assisted estimates indicative. We may adjust final price if actual Waste materially differs. You remain responsible for accurate photos and descriptions.

35. SUBCONTRACTING
We may appoint/replace/add Operators where reasonably necessary. Where Service materially changes, we will inform you where practicable.

36. ASSIGNMENT
You may not transfer rights/obligations without our written agreement. We may transfer/subcontract ours where reasonably necessary, subject to law.

37. SEVERABILITY
If provision invalid/unlawful/unenforceable, it will be modified/removed only as necessary; remainder continues.

38. WAIVER
Delay/failure to enforce right is not waiver of that right.

39. THIRD-PARTY RIGHTS
Unless expressly stated, no non-party has rights under Contracts (Rights of Third Parties) Act 1999.

40. CHANGES TO THESE TERMS
We may update these terms. Version applying is normally one in force when contract formed, unless law requires or you agree to change.

41. GOVERNING LAW
Governed by law of England and Wales. Consumers retain mandatory rights under consumer-protection law. Courts of England and Wales have jurisdiction, subject to consumers' rights to bring proceedings locally where permitted.

42. CONTACT DETAILS
Van-Go Clearance Ltd
Company Number: 17347913
Registered Office / Trading Address: 9 Church View Road, IP26 4PT
Email: service@van-goclearance.co.uk
Telephone: 07701256110
Website: www.van-goclearance.co.uk
Waste Broker Registration Number: CBDU652706

VAN-GO CLEARANCE - BOOKING SUMMARY

Company No. 17347913 | CBDU652706 | 9 Church View Road, IP26 4PT | service@van-goclearance.co.uk | 07701256110

Please read before you book - this is a summary. Full Terms and Conditions apply.

1. WHAT WE DO

We are a licensed waste broker (CBDU652706). We arrange your collection with an independent, licensed waste carrier (Operator). Your contract is for us to arrange the Service described in your quotation and confirmation.

2. YOUR RESPONSIBILITIES

- Describe Waste accurately - type, volume, weight, photos.
- Tell us about access: stairs, lifts, long carries, narrow lanes, parking restrictions, permits.
- Ensure Site is safe and accessible. Ensure someone is present unless agreed.
- Remove valuables and items NOT for disposal. Collected Waste cannot be recovered.

3. WHAT WE CANNOT TAKE (Unless Pre-Booked)

Prohibited: Asbestos, clinical/medical waste, hazardous chemicals, oils, fuels, paints, solvents, gas cylinders, explosives, sharps, undeclared vapes/e-cigs/batteries.
Must be declared (extra charge / specialist vehicle): Mattresses, sofas/armchairs & upholstered seating (POPs), plasterboard, fridges/freezers, TVs/monitors, tyres, WEEE/electricals, batteries.
If prohibited waste is presented, the load will be refused and a wasted journey charge applies.

4. PRICE & PAYMENT

Price based on info you provide. If Waste or access differs materially, price may be revised before work continues. Payment due before or on Service unless you have approved credit terms. We accept Card, Apple Pay, Google Pay, PayPal, Klarna.

5. ON THE DAY

We give an arrival window - this is an estimate, not guaranteed. Delays can happen due to traffic, breakdowns, earlier jobs. Operator may wait up to 15 minutes. Extra waiting charged at standard rate.

6. CANCELLATION & WASTED JOURNEYS - THE IMPORTANT BIT

When you cancel	What happens
More than 24h before booked slot	Full refund less any non-recoverable costs already paid (e.g. skip permit, ULEZ, parking suspen
Within 24h but BEFORE van dispatched	Late cancellation fee up to 50% of price
Same day / After dispatch / Van en route / Attended	Wasted journey charge up to 100% of price (fuel, labour, tip fees, etc.)

7. YOUR 14-DAY COOLING-OFF RIGHT (Consumers booking online/phone)

You have 14 days to cancel from booking. If you ask us to start work inside those 14 days (which most customers do):
- If you cancel BEFORE we start - full refund, no fee.
- If you cancel AFTER we start but before finishing - you pay for work done so far.
- If you cancel AFTER we have fully completed at your request - no refund due.

You must tick the express request box at checkout to allow us to start inside 14 days.

8. SKIP HIRE

You are responsible for skip while on Site. You must have permit if on highway (we can arrange as agent - fee non-refundable). No overfilling above waterline, no fires, no prohibited waste. You must provide lights/cones if required by permit. Cost of failed delivery/collection due to no access/overload/obstruction may be charged.

9. LIABILITY & COMPLAINTS

We take reasonable care. Please point out fragile surfaces. Report any damage on the day with photos to service@van-goclearance.co.uk with booking ref. Business customers: liability limited to price of Service. Consumers

retain statutory rights.

By booking you confirm Waste description is accurate, you have authority to dispose of it, and you agree to our Full Terms and Conditions.
Full Terms: www.van-goclearance.co.uk/terms | Privacy Policy: www.van-goclearance.co.uk/privacy

GETTING READY FOR YOUR COLLECTION

Short practical guides from Van-Go Clearance Ltd | Company No. 17347913 | CBDU652706

Follow these checklists to avoid wasted journey charges and to make your collection quick and safe.

1. GENERAL CHECKLIST - ALL SERVICES

■ **Booking accurate?** Check waste type, volume and weight matches what you booked. Send new photos if it changed.
■ **Someone present?** Ensure someone 18+ is on Site or you have agreed unattended collection in writing.
■ **Access clear?** Unlock gates, side doors, garages. Move cars, bikes, bins blocking path.
■ **Pets & children:** Keep pets inside and children away from loading area and vehicle.
■ **Valuables removed:** Remove passports, documents, jewellery, cash, devices from waste. Waste cannot be recovered once collected.
■ **Parking:** If you have driveway, clear it. If on-street, try to save space for van/skip near waste. Tell us about permits, double yellows, low bridges, weight limits.
■■ **Tell us BEFORE dispatch if:** address changed, access issue, waste increased, you found asbestos/chemicals/paints/oils, or you need to cancel/reschedule.

2. MAN & VAN / CAGED-TIPPER - HOW TO PREPARE

■ **Make it accessible:** Move all waste to one accessible point - front garden, driveway, ground floor room. Not scattered across loft, garden and shed unless labour booked.
■ **Bag small items:** Bag loose rubbish, clothes, toys in strong bags. Don't use black bags for WEEE or batteries.
■ **Keep pathways clear:** Clear hallway, stairs, garden path. Cover fragile flooring if needed.
■ **Sort restricted waste:** Keep separate: mattresses, sofas (POPs), fridges, TVs, tyres, plasterboard, WEEE, batteries, vapes. Tell driver on arrival.
■ **Heavy items:** If booked labour, tell us about stairs (how many flights), lifts, long carry (over 15m), need for dismantling (wardrobes, sheds).
■ **Do NOT include:** Asbestos, gas bottles, chemicals, oils, paints, clinical waste, sharps, loose vapes. Load will be refused.
■ **On arrival:** Show driver waste, confirm volume, point out fragile areas.

3. SKIP HIRE - HOW TO PREPARE

■ **Ground check:** Flat, firm ground that can take weight of skip + lorry (up to 18 tonnes). Not soft grass, drains, manhole covers.
■ **Space:** Need 3m width for lorry access and 3m overhead clearance (cables, branches). 9m straight road for delivery.
■ **Permit:** If skip on road - permit needed from council (3-5 days). We can arrange as agent - fee non-refundable. You must provide lights & cones if permit requires.
■ **Parking:** Move cars day before delivery and collection. Failed delivery/collection = wasted journey charge up to 100%.
■ **Loading:** Fill level - not above waterline/top. No fires. Heavy waste (soil/rubble) only in small skips (max 6yd). Don't move skip.
■ **Do NOT put in skip:** Asbestos, WEEE, fridges, TVs, batteries, vapes, tyres, mattresses, sofas (unless agreed), plasterboard, liquids, gas bottles, hazardous.
■ **Covers:** Cover skip overnight if in public area to stop fly-tipping by others (you are responsible).

4. WAIT & LOAD SKIP - HOW TO PREPARE

■ **Be ready:** Operator waits only booked time (usually 20-30 mins). All waste must be ready on ground floor outside.
■ **Manpower:** Have enough people to load quickly. Driver does NOT load - you load.
■ **Sort before lorry arrives:** Separate prohibited/restricted waste. Driver will refuse unsafe or prohibited loads.
■ **Access:** Same as skip hire - 3m width, firm ground, no low cables.
■■ **Extra waiting charged** at Operator's standard rate if you exceed included time.

5. GRAB HIRE - HOW TO PREPARE

■ **Pile waste within reach:** Within 4-6m of road edge, not behind walls/fences.
■ **Clear overhead:** Tell us about overhead cables, phone lines, tree branches - grab arm needs 6-8m clearance.
■ **Ground:** Firm, level, no underground services, drains, soft ground, septic tanks near pile.
■ **Separate:** Soil, concrete, green waste, general waste - keep separate if possible for cheaper disposal.
■ **Access for 32-tonne lorry:** 3.5m wide, 4.5m high, needs to extend stabiliser legs 2m each side.

6. WHAT HAPPENS ON THE DAY & AFTER

■ **Driver will:** Check waste, confirm volume/weight, load safely, Waste Transfer Note will be emailed to you.
■ **Recycling:** Waste goes to licensed facility for sorting - we aim for reuse/recycling before disposal per Waste Hierarchy.
■ **Payment:** Any extra volume/weight/ waiting due to difference from booking payable before vehicle leaves where possible.
■ **Problems?** If access issue or extra waste, call us immediately on 07701256110 - we can often send larger vehicle or reschedule and avoid 100% charge if you tell us BEFORE dispatch.
■ **Aftercare:** Photos of collection available on request. Invoice/receipt emailed. Waste Transfer Note kept for 6 years.

7. QUICK REMINDER - AVOID WASTED JOURNEY CHARGES

You may be charged up to 50% if we have to divert after dispatch, or up to 100% if driver attends but cannot collect due to: wrong waste, prohibited items, no access, overweight/overloaded skip, no one on Site, wrong address, blocked road.
How to avoid: Double-check booking the night before, send updated photos if waste grew, clear access/parking, be available on phone.
Need to cancel? More than 24h before = full refund less permit costs. Within 24h = up to 50%. Same day after dispatch = up to 100%. See full Terms Clauses 15-19.

VAN-GO CLEARANCE LTD - PRIVACY POLICY

Last Updated: 7 September 2026 | Company No. 17347913 | CBDU652706
9 Church View Road, IP26 4PT | service@van-goclearance.co.uk | 07701256110 | www.van-goclearance.co.uk

1. INTRODUCTION
This Privacy Policy explains how Van-Go Clearance Ltd ("Van-Go Clearance", "we", "us", "our") collects, uses and protects your personal data when you use our website www.van-goclearance.co.uk and book waste clearance, skip hire, grab hire and related services.
We are committed to complying with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. We are a waste broker registered with the Environment Agency: CBDU652706.

2. DATA CONTROLLER
Van-Go Clearance Ltd is the data controller for personal data we collect.
Contact: Van-Go Clearance Ltd, 9 Church View Road, IP26 4PT
Email: service@van-goclearance.co.uk | Phone: 07701256110
You have the right to lodge a complaint with the Information Commissioner's Office (ICO) - www.ico.org.uk

3. WHAT PERSONAL DATA WE COLLECT
We collect:
a) Identity & Contact Data: Name, address, email, telephone number, company name if applicable.
b) Booking & Site Data: Collection address, Site access information, parking, photos and videos you upload of Waste and Site, Waste description, volume, weight, preferred dates.
c) Transaction Data: Service booked, price, payment method (we do not store full card numbers - payments processed by Stripe / PayPal / Klarna / Apple Pay / Google Pay). Payment providers act as separate controllers.
d) Technical Data: IP address, browser type, device, operating system, pages visited, time spent, referral source, via cookies (see Clause 11).
e) Communications Data: Emails, phone recordings, SMS/WhatsApp messages, complaint details, evidence photos.
f) Business Data: If you are a business customer, company registration, VAT number, trade references, credit information.
We do not intentionally collect special category data. Please do not include personal data about other individuals in Waste photos unless necessary and with their consent.

4. HOW WE COLLECT DATA
Directly from you via website forms, AI waste estimation tool, email, phone, SMS, WhatsApp, social media. Automatically via cookies and analytics. From third parties: Operators who confirm collection details, payment providers confirming payment, and public sources for business credit checks.

5. LAWFUL BASES & PURPOSES
We use personal data under these lawful bases:
a) Contract (Art 6(1)(b)): To provide quotation, arrange booking, appoint Operator, manage collection, handle cancellations/wasted journeys, process payment, provide customer service, produce Waste Transfer Notes as required by law.
b) Legal Obligation (Art 6(1)(c)): To comply with Environmental Protection Act 1990, Waste Duty of Care, Hazardous Waste Regulations, HMRC tax records, and to maintain Waste Transfer Notes and broker records for minimum 2 years (we retain for 6 years).
c) Legitimate Interest (Art 6(1)(f)): To improve website and AI estimation tool, prevent fraud and misuse (e.g. prohibited waste), ensure health & safety of Operators, handle complaints and claims, for business analytics and to secure our systems. We balance this against your rights.
d) Consent (Art 6(1)(a)): For marketing emails/SMS (you can withdraw anytime) and for non-essential cookies.

6. WHO WE SHARE DATA WITH
We share only what is necessary to fulfil your booking:
a) Independent Operators: Licensed waste carriers, skip hire, grab hire companies. We share name, address, phone, Site access details, Waste description and photos to allow collection. Operators act as independent controllers for their own compliance.
b) Service Providers (Processors): Website hosting (e.g. Wix/WordPress), IT support, payment processors (Stripe,

PayPal, Klarna), accounting software, email/SMS providers, AI waste estimation provider.
c) Legal & Regulatory: Environment Agency, local authorities, police, courts, HMRC where required by law, or to establish/defend legal claims.
d) Business Transfer: If we sell business/assets, data may be transferred to buyer.
We do not sell your data. We require all processors to respect confidentiality and security.

7. INTERNATIONAL TRANSFERS
We store data within the UK/EEA where possible. Where our service providers transfer data outside UK/EEA (e.g. US-based hosting), we ensure appropriate safeguards such as UK International Data Transfer Agreement (IDTA) or EU Standard Contractual Clauses.

8. DATA RETENTION
We retain personal data only as long as necessary:
• Quotations not booked: 12 months
• Booking records, Waste Transfer Notes, invoices: 6 years from end of tax year (legal requirement for waste broker records min 2 years, HMRC 6 years)
• Complaint and damage claim records: 6 years
• Marketing consent: Until you withdraw, reviewed every 2 years
• Website analytics: 26 months
After retention period, data is securely deleted or anonymised.

9. YOUR RIGHTS
Under UK GDPR you have rights to: Access, rectification, erasure, restriction, objection, data portability, and to withdraw consent. To exercise rights, contact service@van-goclearance.co.uk. We will respond within 1 month. You also have right to object to processing based on legitimate interests and to marketing at any time.
If you are unhappy, you can complain to ICO: Wycliffe House, Water Lane, Wilmslow, SK9 5AF - 0303 123 1113 - www.ico.org.uk

10. SECURITY
We implement appropriate technical and organisational measures: SSL encryption on website, access controls, staff training, secure storage of Waste Transfer Notes, and vetting of Operators for Waste Carrier Licence. No system is 100% secure. Please keep booking references confidential.

11. COOKIES & SIMILAR TECHNOLOGIES
We use:
Essential cookies: To run website, booking form, payment.
Analytics cookies (with consent): Google Analytics 4 to understand website use.
Marketing cookies (with consent): Meta Pixel, Google Ads to measure campaigns.
You can manage cookies via banner and browser settings. For details see our Cookie Policy [link].

12. MARKETING
We will only send marketing emails/SMS if you opted in at booking or you are a business customer where we have legitimate interest and you have not opted out. Every marketing message includes unsubscribe link. You can opt out anytime by emailing service@van-goclearance.co.uk with subject "UNSUBSCRIBE".

13. AUTOMATED DECISION MAKING & AI WASTE ESTIMATION
Our website may use AI-assisted tool to estimate Waste volume from photos you upload. This is an indicative tool only to assist quotation and does not make a legally binding decision about you. No solely automated decision with legal effect is made. Final assessment is made by our team and Operator.

14. THIRD-PARTY LINKS
Our website may link to payment providers, social media, Environment Agency public registers. Their privacy policies apply.

15. CHILDREN
Our services are not directed to children under 18. We do not knowingly collect data from children.

16. CHANGES TO THIS POLICY
We may update this policy. Latest version will be posted on website with updated date. Material changes will be notified by email where appropriate.

17. CONTACT US
For privacy queries, rights requests or complaints:
Van-Go Clearance Ltd, 9 Church View Road, IP26 4PT
Email: service@van-goclearance.co.uk | Tel: 07701256110

VAN-GO CLEARANCE LTD - COOKIE POLICY

Last Updated: 7 September 2026 | Company No. 17347913 | CBDU652706
service@van-goclearance.co.uk

This Cookie Policy explains how Van-Go Clearance Ltd ("we", "us") uses cookies on www.van-goclearance.co.uk

1. WHAT ARE COOKIES?
Cookies are small text files stored on your device when you visit a website. They help website function, remember preferences and analyse use.

2. TYPES OF COOKIES WE USE
a) Strictly Necessary Cookies (Always On): Required for website to work, booking form, payment, security. Lawful basis: Legitimate interest / Contract.
Examples: session_id, cookie_consent, stripe_js, wordpress_sec
Expiry: Session to 12 months

b) Analytics Cookies (With Your Consent): Help us understand how visitors use site, e.g. Google Analytics 4.
Examples: _ga, _ga_*, _gid
Expiry: Up to 26 months
Provider: Google LLC (USA) - safeguards via IDTA / Standard Contractual Clauses

c) Marketing Cookies (With Your Consent): Used to measure advertising effectiveness, e.g. Meta Pixel, Google Ads.
Examples: _fbp, fr, gcl_au, _gcl_*
Expiry: Up to 3 months to 2 years
Provider: Meta Platforms Inc., Google LLC

3. AI WASTE ESTIMATION TOOL
When you upload photos for quotation, we may use AI service to estimate volume. This may use temporary processing cookies but does not use tracking cookies.

4. MANAGING COOKIES
On first visit we show cookie banner. You can accept all, reject non-essential, or customise.
You can also control via browser: Chrome > Settings > Privacy > Cookies; Safari > Preferences > Privacy; Firefox > Settings > Privacy; Edge > Settings > Cookies.
If you block essential cookies, website and booking may not work.
To withdraw consent, clear cookies and revisit banner or email service@van-goclearance.co.uk

5. THIRD-PARTY COOKIES
Payment providers (Stripe, PayPal, Klarna) may set their own cookies to prevent fraud and process payments. Their cookie policies apply.

6. MORE INFO
For more about cookies visit www.allaboutcookies.org or www.ico.org.uk/for-the-public/online/cookies/
Contact: service@van-goclearance.co.uk | 9 Church View Road, IP26 4PT

MODEL CANCELLATION FORM

For consumers booking at a distance - Consumer Contracts Regulations 2013
Van-Go Clearance Ltd - Company No. 17347913 - CBDU652706

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel within 14 days if you are a consumer booking at a distance (online/phone).

To exercise the right to cancel, you must inform us of your decision to cancel by a clear statement (e.g. email). You may use this form, but you do not have to.

To: Van-Go Clearance Ltd
9 Church View Road, IP26 4PT
Email: service@van-goclearance.co.uk
Tel: 07701256110

I / We [*] hereby give notice that I / We [*] cancel my / our [*] contract for the following service:	
Booking Reference:	_____
Service booked (e.g. Man & Van / Skip Hire):	_____
Date booking placed / Date of Service [*]:	_____
Customer Name:	_____
Customer Address:	_____
Collection Address (if different):	_____
Email & Phone:	_____
Reason for cancellation (optional):	_____
Signature (only if form sent on paper):	_____
Date:	_____

[*] Delete as appropriate

Notes for consumers:
1. You must send this before the 14-day cooling-off period expires (14 days from day contract formed).
2. If you requested service to start inside 14 days:
   - If we have not started work - full refund within 14 days.
   - If we have started but not completed - you pay proportionate amount for work done.
   - If fully completed at your express request - no refund due (you acknowledged you lose right on completion).
3. We will refund using same payment method within 14 days of receiving cancellation.
4. For more info see Clauses 17-18 of our Terms and Conditions.

For Van-Go Clearance Ltd use only:
Date received: _____ | Received by: _____ | Refund amount / Proportionate charge: _____ | Processed: _____

VAN-GO CLEARANCE LTD - MODERN SLAVERY & HUMAN TRAFFICKING POLICY

Approved: 7 September 2026 | Version 1.0 | Company No. 17347913 | CBDU652706
9 Church View Road, IP26 4PT | service@van-goclearance.co.uk | 07701256110

1. STATEMENT & COMMITMENT

Van-Go Clearance Ltd ("Van-Go", "we", "us") is committed to preventing modern slavery and human trafficking in all its forms. We have zero tolerance for slavery, servitude, forced or compulsory labour and human trafficking.
Modern slavery is a crime and a violation of fundamental human rights. It includes slavery, servitude, forced labour, human trafficking, debt bondage, deceptive recruitment and child labour.
This policy applies to all persons working for us or on our behalf in any capacity, including employees, directors, agency workers, contractors, and Operators.

2. ORGANISATION STRUCTURE

Van-Go Clearance Ltd is a waste broker registered in England and Wales, Company Number 17347913. Registered Office: 9 Church View Road, IP26 4PT. Trading as waste broker arranging Man & Van clearance, caged-tipper collections, skip hire, Wait & Load and grab hire services across the UK via a network of independent licensed waste carriers and Operators.
Annual turnover is below £36 million. We are not legally required to publish an annual statement under section 54 of the Modern Slavery Act 2015, but we make this voluntary statement and policy as part of our commitment to ethical business and to meet requirements of commercial and local authority clients.

3. OUR SUPPLY CHAINS

Our supply chain primarily consists of:
a) Independent waste carriers, skip hire companies, grab hire Operators and waste management facilities - all must hold valid Environment Agency Waste Carrier Registration or Environmental Permit and provide proof.
b) Suppliers of vehicles, equipment, fuel, insurance, IT and payment services.
c) Self-employed drivers and labourers engaged by Operators.
We recognise waste and logistics sectors carry higher risk of labour exploitation, including low-paid manual work, migrant labour, and use of agency staff.

4. POLICIES & CONTROLS

We operate the following policies to mitigate risk:
a) **Operator Vetting Policy:** All Operators must provide: Valid Waste Carrier Licence (CBDU), proof of ID, insurance, right to work checks for their own staff where requested, and confirmation they comply with Modern Slavery Act.
b) **Recruitment Policy:** We conduct right to work checks for any direct employees. We do not charge recruitment fees. We pay at least National Minimum/Living Wage.
c) **Whistleblowing Policy:** Staff and Operators can report concerns confidentially to service@van-goclearance.co.uk or anonymously to Modern Slavery Helpline 08000 121 700.
d) **Code of Conduct for Operators:** Operators must not use forced labour, must allow freedom of movement, must not retain passports or identity documents, must provide clear contracts and payslips.

5. DUE DILIGENCE & RISK ASSESSMENT

We undertake due diligence proportionate to risk:
a) Verify Environment Agency public register for Waste Carrier Licence for every Operator.
b) Risk assess new Operators based on location, workforce model, use of subcontractors and agency staff.
c) Require Operators to confirm they have their own modern slavery policy where turnover requires it or where they engage subcontractors.
d) Include modern slavery compliance clause in Operator terms: Operator warrants it does not and will not engage in modern slavery, will implement its own due diligence, and will notify us immediately of any concerns.
e) Reserve right to audit and to suspend/terminate relationship if non-compliance found.

6. TRAINING & AWARENESS

We provide training to staff responsible for booking and allocating Operators on:
a) Signs of modern slavery: workers not in possession of ID, lack of protective equipment, poor accommodation, reluctance to speak, unusually low wages, excessive hours.

b) How to report concerns internally and to GLAA (Gangmasters & Labour Abuse Authority), Environment Agency and Police.
c) Annual refresher of this policy.

7. REPORTING & INCIDENT RESPONSE
If we identify or suspect modern slavery:
a) We will not require victim to confront alleged exploiter.
b) We will report to Modern Slavery Helpline 08000 121 700, GLAA on 0800 432 0804 or 101/999 if immediate danger.
c) We will support victim to access support and will not penalise for reporting.
d) We will investigate supply chain and terminate Operator if necessary.

8. KEY PERFORMANCE INDICATORS (KPIs)
We measure effectiveness by:
a) % of active Operators with verified Waste Carrier Licence (Target: 100%).
b) % of Operators who have signed Code of Conduct including modern slavery clause (Target: 100%).
c) Number of modern slavery concerns reported and resolved.
d) Number of staff trained in modern slavery awareness.
We review KPIs annually.

9. RESPONSIBILITY
Overall responsibility: Directors of Van-Go Clearance Ltd.
Day-to-day implementation: Operations Manager.
All staff and Operators must read, understand and comply with this policy.

10. REVIEW
This policy will be reviewed annually or after any incident, and updated as needed. Next review: September 2027.

11. APPROVAL
This policy was approved by the Directors of Van-Go Clearance Ltd.
Signed: _____ Date: 07/09/2026
Name: Director, Van-Go Clearance Ltd, Company No. 17347913

Contact for concerns:
Van-Go Clearance Ltd, 9 Church View Road, IP26 4PT
Email: service@van-goclearance.co.uk - Tel: 07701256110
Modern Slavery Helpline: 08000 121 700 - www.modernslaveryhelpline.org
Gangmasters & Labour Abuse Authority (GLAA): 0800 432 0804