

Privacy Policy: Frostbite Refrigeration Ltd

1. Our Contact Details Name: Frostbite Refrigeration Ltd Address: 15 Isherwood Close, Fearnhead, Warrington, WA2 0DJ Phone Number: 01925 492948 E-mail: info@frost-bite.com

2. The type of personal information we collect We currently collect and process:

Personal identifiers and contact details (name, phone number, and email).

Delivery and service addresses.

Financial information for billing and payment processing.

3. How we get the personal information and why we have it Most of the personal information we process is provided to us directly by you for one of the following reasons:

You have made an enquiry regarding our refrigeration hire services.

You have entered into a contract for hire or maintenance.

You have requested a quote via our website or telephone.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: (a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@frost-bite.com. (b) We have a contractual obligation. (c) We have a legal obligation (such as tax and accounting).

4. How we store your personal information Your information is securely stored. We keep your contact and billing details for 6 years to comply with UK tax and accounting laws. After this period, we will dispose of your information by permanently deleting digital files and securely destroying any hard copies.

5. Your data protection rights Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

6. How to complain If you have any concerns about our use of your personal information, you can make a complaint to us at info@frost-bite.com. You can also complain to the ICO if you are unhappy with how we have used your data. ICO website: <https://www.ico.org.uk>

7. Cookies and Digital Tracking

Our website, frost-bite.co.uk, uses cookies to improve your experience and ensure our services function correctly.

- **Strictly Necessary Cookies:** These are essential for the operation of our website. They allow our 'Quick Quote' and 'Booking' forms to function and ensure our emergency contact features remain visible.

- **Analytical Cookies:** We use basic analytical tools to monitor website traffic and performance. This helps us ensure we are providing the most efficient service to our customers across the North West. These tools do not identify you personally.
- **Managing Cookies:** You can set your browser to refuse all or some browser cookies. If you disable or refuse cookies, please note that some parts of this website (specifically our quote forms) may not function as intended.