

# Privacy & Cookies Policy

**Cascade Scotland Ltd**

**Last Updated:** 26 January 2026

## 1. Who We Are

Cascade Scotland Ltd (“we”, “us”, “our”) is a UK-registered company providing commercial water, beverage, and equipment services.

- **Company name:** Cascade Scotland Ltd
- **Company number:** SC415073
- **Registered & operational address:**  
2F Sovereign House,  
Academy Road,  
Irvine,  
KA12 8RL
- **Contact email:** [info@cascadescotland.co.uk](mailto:info@cascadescotland.co.uk)
- **Website:** <https://www.cascadescotland.co.uk>

We are the **data controller** for personal data collected through this website.

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## 2. Scope of This Policy

This policy applies to:

- Use of our website
- Enquiries submitted via website contact forms
- Email correspondence arising directly from those enquiries

It does **not** apply to:

- Client portal services operated by third-party providers
- Client data processed under separate contractual service agreements

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### 3. Website Hosting & Infrastructure

- **Domain provider:** Easyspace
- **Website platform:** WordPress, using Elementor
- **Contact forms:** Forminator (WordPress plugin)

These providers process limited technical data as required to operate and secure the website. We do not control their infrastructure but ensure reasonable safeguards are in place.

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### 4. What Information We Collect

#### Information you provide to us

When you submit a contact or enquiry form, we may collect:

- Name (first name and/or last name)
- Company name (if provided)
- Location (town or postcode only)
- Email address
- Any information you choose to include in your message

We do **not** collect:

- Full postal addresses via the website
- Payment or financial details
- Sensitive personal data

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#### Automatically collected information

We may collect limited technical data necessary for security and functionality, including:

- IP address
- Browser and device information
- Interaction data used solely for bot detection and abuse prevention

This information is not used for tracking, profiling, or advertising.

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### 5. How We Use Your Information

We use personal data only to:

- Respond to enquiries submitted via our website
- Communicate with you directly in relation to your enquiry

- Provide requested information or quotations
- Maintain the security and integrity of our website

We do **not**:

- Operate mailing lists
- Send marketing or promotional emails
- Share data for advertising or analytics
- Sell or trade personal data

All email communication is **direct and contextual**, arising only from user-initiated contact.

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## **6. Lawful Basis for Processing (UK GDPR)**

We process personal data under the following lawful bases:

- **Legitimate interests** – responding to business enquiries and operating our website
- **Consent** – where you voluntarily submit information via a contact form

You may withdraw consent at any time by contacting us.

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## **7. Data Retention**

Personal data is retained only for as long as necessary:

- Enquiry data is retained for correspondence and business record purposes
- Data may be retained where required to comply with legal or contractual obligations

We periodically review stored data and delete information that is no longer required.

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## **8. Data Sharing & Third Parties**

We do not share personal data with third parties except where necessary to:

- Operate our website and email systems
- Provide secure client portal services
- Meet legal or regulatory obligations

### **Client portal services**

Where a third-party client portal is used, personal data may be processed under that provider's own privacy policies and terms. Users are encouraged to review those policies directly.

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## 9. Cookies & Similar Technologies

### Cookies we use

Our website uses **essential cookies only**, required for:

- Website security
- Bot detection
- Session integrity

Examples include:

- \_\_cf\_bm
- \_\_cfuvid
- cf\_clearance

These cookies are set by Cloudflare and related security services to protect against automated abuse and malicious traffic.

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### WordPress cookies

WordPress may set cookies for logged-in administrators to manage site functionality. These cookies do **not** apply to general visitors.

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### Cookies we do NOT use

We do **not** use:

- Advertising cookies
- Analytics or tracking cookies
- Behavioural profiling tools

As the website uses only essential cookies, a cookie consent banner is **not required**.

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## 10. Children's Data

Our website and services are intended for business use. We do not knowingly collect personal data from children.

If personal data relating to a child is identified, it will be deleted upon request.

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## 11. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to or restrict processing
- Request data portability (where applicable)

Requests can be made by contacting:

**info@cascadescotland.co.uk**

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## 12. Data Security

We implement appropriate technical and organisational measures to protect personal data, including:

- SSL/TLS encryption
- Secure hosting
- Firewall and bot-protection services
- Restricted administrative access

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## 13. Changes to This Policy

This policy may be updated periodically to reflect legal or operational changes. The most current version will always be published on our website.

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## 14. Contact

If you have questions about this policy or how your data is handled, contact:

**Cascade Scotland Ltd**

Email: [info@cascadescotland.co.uk](mailto:info@cascadescotland.co.uk)