

Privacy & Cookies Policy

Cascade Scotland Ltd

Last Updated: 1st June 2026

1. Who We Are

Cascade Scotland Ltd (“we”, “us”, “our”) is a UK-registered company providing engineering, technical, diagnostic, maintenance, and equipment-related 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
- **Website:** <https://www.cascadescotland.co.uk>

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

2. Scope of This Policy

This policy applies to:

- Use of our website
- Enquiries submitted via our website, social media pages, messaging platforms, or email.
- 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.

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)
- Social media usernames and profile information where you contact us through social media platforms
- Company name (if provided)
- Location (town or postcode only)
- Email address
- Vehicle information voluntarily provided by customers, including registration numbers, make, model, and fault descriptions.
- 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.

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
- Assess and respond to vehicle diagnostics and service enquiries.

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.

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.

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.

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
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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.

WordPress cookies

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

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**.

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.

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

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

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.

14. Contact

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

Cascade Scotland Ltd

Email: info@cascaDESCOTLAND.CO.UK