

Privacy Policy (UK GDPR & Data Protection Act 2018)

Company name: Penguin Refrigerated Limited

Registered address: Fox Hill Works, Fox Street, Heywood OL10 1EA

Contact email: info@penguinrefrigerated.co.uk

Data Protection Lead: Company Secretary

1. Introduction

Penguin Refrigerated Limited is committed to protecting the privacy and personal data of its customers, clients, and website users. This Privacy Policy explains how we collect, use, store, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. By using our services or contacting us, you acknowledge that you have read and understood this policy.

2. Data Controller

Penguin Refrigerated Limited is the data controller, responsible for determining how and why your personal data is processed.

If you have any questions about this policy or your data, contact us at info@penguinrefrigerated.co.uk

3. What Personal Data We Collect

We may collect and process the following categories of personal data:

- Information you provide directly:
 - Name
 - Contact details (email, phone number, address)
 - Business information
 - Payment details (processed securely via third-party providers)
 - Any information submitted through forms, enquiries, or correspondence
- Information collected automatically:
 - IP address
 - Device and browser information
 - Website usage data (cookies, analytics)

- Special category data:
We do not routinely collect special category data. If required for a specific purpose, we will request explicit consent.

4. How We Use Your Personal Data

We collect and process personal data solely for the purpose of providing our services and fulfilling our contractual obligations, including:

- Managing your account
- Delivering services you have requested
- Communicating with you about your service
- Processing payments
- Responding to enquiries
- Improving our services and operations

5. Lawful Basis for Processing

Our lawful bases for processing personal data include:

Contractual necessity: Processing is required to perform the contract between you and Penguin Refrigerated Limited.

Legitimate interests: We have a legitimate interest in operating, improving, and securing our services.

Legal obligations: We may process data to comply with laws, regulations, and HMRC requirements.

Consent: Used only for optional activities such as marketing. You may withdraw consent at any time.

6. Data Sharing

We may share your personal data with:

- IT and cloud service providers
- Payment processors
- Professional advisers (legal, financial, compliance)
- Regulatory authorities where legally required
- Third parties you authorise us to share data with

We do not sell your personal data.

7. Data Security

Penguin Refrigerated Limited implements appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse, or alteration. These measures may include:

- Encrypted storage

- Access controls
- Cloud storage
- Staff training

However, no method of electronic transmission or storage is 100% secure.

8. Data Retention

We retain personal data only for as long as necessary for:

- The purpose it was collected
- Legal, regulatory, or accounting obligations

Typical retention periods are from 6 months to 7 years, dependant on data type.

9. Your Rights Under UK GDPR

You have the following rights:

- Right of access – request a copy of your personal data
- Right to rectification – correct inaccurate or incomplete data
- Right to erasure – request deletion where applicable
- Right to restrict processing
- Right to object to certain processing
- Right to data portability
- Right to withdraw consent
- Right not to be subject to automated decision-making

To exercise your rights, contact us at info@penguinrefrigerated.co.uk.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

10. Cookies and Website Tracking

If you use our website, we may use cookies to:

- Improve functionality
- Analyse usage
- Personalise your experience

You can manage cookie settings through your browser.

11. Children's Data

We do not knowingly collect personal data from individuals under 16.

12. Changes to This Privacy Policy

We may update this policy periodically. The latest version will always be available on our website or upon request.