



Northern Corrugated Cases Ltd – Privacy Policy

Last updated: 2025-11-25

1. Purpose & Scope

Northern Corrugated Cases Ltd (“Northern Corrugated Cases”, “we”, “us”, or “our”) is committed to protecting personal data and ensuring that all handling of personal information is lawful, fair, transparent, and responsible.

This Privacy Policy explains how we collect, use, store, share, and safeguard personal data when you visit our website, submit an enquiry, or otherwise interact with us.

This policy applies to:

- Website visitors
- Individuals submitting enquiries or contacting us
- Current or potential business partners who provide contact details
- Any other individuals whose personal data we process in connection with our business

This policy is publicly available to promote transparency and accountability.

2. Data Controller

Northern Corrugated Cases Ltd

Middlewich, CW10 OJH

United Kingdom

Email: privacy@northerncorrugatedcases.co.uk

3. Lawful, Fair & Transparent Processing

We process personal data lawfully, fairly, and in a transparent manner, ensuring individuals are informed about how their data is handled.

4. What Personal Data We Collect

We collect personal data directly from you when you submit an enquiry through our website contact form, including:

- Name
- Company
- Email address
- Phone number (optional)
- Your message or enquiry

We may also collect limited technical information (e.g., IP address, browser type, device information) to maintain website performance and security.

We do not collect special category (sensitive) personal data through our website.

5. How We Collect Personal Data

We collect personal data through:

- Direct interactions (website contact form, email, or phone)
- Website technologies, including cookies
- Follow-up communications related to your enquiry

We do not obtain personal data from unrelated third parties or purchase external contact lists.

6. Cookies and Website Analytics

Our website uses cookies and similar technologies to ensure that it functions properly and to help us understand how it is used.

What are cookies?

Cookies are small text files stored on your device when you visit a website. They allow the site to recognise your browser and remember certain information.

Types of cookies we may use

Essential cookies

These cookies are necessary for the basic operation of the website (e.g., remembering cookie preferences or enabling core functionality). They cannot be switched off.

Optional/analytics cookies

With your consent, we may use analytics tools—such as Google Analytics—to understand how visitors interact with our website. This may include information such as pages visited, time spent on the site, and navigation patterns.

Analytics cookies are only activated if you choose to allow them via the cookie banner. You can change or withdraw your consent at any time.

Managing cookies

You can manage or block cookies through your browser settings. Doing so may affect some website functionality.

We do not use cookies to store sensitive personal data or for advertising purposes.

7. Data Minimisation & Accuracy

We only collect personal data that is necessary for the purposes described in this policy.

We take reasonable steps to ensure that the information we hold is accurate and kept up to date.

8. How We Use Your Personal Data

We use your personal data to:

- Respond to your enquiry and communicate with you
- Provide information, quotations, or support you have requested
- Improve the performance, security, and usability of our website
- Maintain internal records and follow-up actions

We do not conduct automated decision-making or profiling.

9. Legal Bases for Processing

We process personal data based on:

Legitimate interests (Article 6(1)(f))

To respond to enquiries, communicate with customers and partners, manage business relationships, and improve our services.

Consent (Article 6(1)(a))

When you actively tick the consent box on our contact form.

Consent can be withdrawn at any time by contacting privacy@northerncorrugatedcases.co.uk.

10. Sharing Your Personal Data

We may share personal data with:

- Website hosting and IT service providers
- Ryleon when needed to support or respond to your enquiry
- Regulators or authorities if legally required

Access to personal data is strictly limited to personnel who need it to fulfil the purposes described in this policy.

We never sell or rent personal data.

11. International Transfers

We do not routinely transfer personal data outside the UK.

If a transfer becomes necessary, we will ensure compliance with UK GDPR Chapter V, including:

- Adequacy regulations
- International Data Transfer Agreements (IDTAs)
- Standard Contractual Clauses (SCCs)

12. How Long We Keep Your Data

We retain enquiry-related personal data for up to 12 months, unless a longer period is required for legal, business, or operational reasons.

Once data is no longer needed, it is securely deleted.

13. Security Measures

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

- Secure servers
- Access controls
- Measures to prevent loss, misuse, or unauthorised access

Service providers acting on our behalf must maintain similar security standards.

14. Personal Data Breaches

In the unlikely event of a personal data breach that poses a risk to your rights and freedoms, we will notify you and the relevant supervisory authority in accordance with UK GDPR requirements.

15. Your Responsibility When Providing Personal Data

If you provide personal data on behalf of someone else, you are responsible for ensuring that the individual is aware of this policy and that you have their permission to share the data.

16. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request rectification of inaccuracies
- Request erasure
- Request restriction of processing
- Object to processing based on legitimate interests

- Withdraw consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

Identity verification

When you submit a rights request, we may ask you to verify your identity or provide additional information to help us locate your data.

We will respond within one month, in accordance with UK GDPR.

Requests should be sent to privacy@northerncorrugatedcases.co.uk.

17. Updates to This Policy

We may update this Privacy Policy periodically to reflect changes in law, technology, or our business operations. Any updates will be published with a revised "Last updated" date.

18. Contact

For questions or concerns about this Privacy Policy or how we process personal data, please contact: privacy@northerncorrugatedcases.co.uk.

19. Non-Contractual Nature of this Policy

This Privacy Policy is provided for transparency and does not form part of any contract.