



Privacy Policy

Effective Date: 4 June 2026

Hemswell Coldstore Limited ("we", "our", or "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website (hemswellcoldstore.com) or interact with us regarding our cold storage, freezing, and distribution services.

We operate in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Important Information and Who We Are

Hemswell Coldstore Limited is the data controller responsible for your personal data.

- **Company Registration Number:** 07578910
- **Registered Office Address:** Golden Lion House, St. John Maddermarket, Norwich, Norfolk, England, NR2 1DN
- **Operating Address:** Hangar No. 3, Caenby Corner Estate, Hemswell Cliff, Gainsborough, DN21 5TU
- **Contact Email:** lynn.nobes@hemswellcoldstore.com
- **Telephone:** +44 (0)1427 668664

If you have any questions about this privacy policy or our data protection practices, please contact us using the details above.

2. The Data We Collect About You

Personal data means any information about an individual from which that person can be identified. We may collect, use, store, and transfer different kinds of personal data about you, which we have grouped together as follows:

- **Identity Data:** Includes first name, last name, username, or company role.
- **Contact Data:** Includes billing address, delivery address, email address, and telephone numbers.
- **Transaction Data:** Includes details about services you have enquired about or purchased from us, and payments made to and from you.



- **Technical Data:** Includes internet protocol (IP) address, your login data for stock systems (if applicable), browser type and version, time zone setting, and operating system.
- **Usage Data:** Includes information about how you use our website, products, and services.

We do not collect any Special Categories of Personal Data about you (such as details about your race, ethnicity, religious beliefs, or health information).

2. How We Collect Your Personal Data

We use different methods to collect data from and about you, including through:

- **Direct Interactions:** You may give us your Identity and Contact Data by filling in forms on our Contact Page, using our client stock portal, or by corresponding with us by post, phone, or email.
- **Automated Technologies:** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions, and patterns via cookies and similar technologies.
- **CCTV:** If you visit our physical facilities at Hemswell Cliff, your image may be captured on our site security and CCTV systems for safety and security purposes.

3. How and Why We Use Your Personal Data

We only use personal data when permitted by law, primarily to perform contracts for storage and logistics services, for legitimate business interests, or to comply with legal obligations.

4. Disclosures of Your Personal Data

We may share data with service providers (IT/hosting), logistics partners for distribution, professional advisers, and regulatory authorities.