

Privacy Policy

Discount Cooling Limited

Effective Date: 1st March 2026

Last Updated: 1st March 2026

1. Introduction

Welcome to Discount Cooling Limited ("we", "us", "our").

We are committed to protecting and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store and protect your personal data when you visit our website, request a quote, contact us, purchase products or services, or use our installation, repair or maintenance services.

2. Company Details

Company Name: Discount Cooling Limited

Registered in: England and Wales

Company Number: 17002589

Registered Office Address: Bellstar Office, Wellington Hill, Loughton, Essex, IG10 4AH

Email: info@discountcooling.co.uk

Telephone: 07886 885773 or 07886 885775

For the purposes of data protection law, Discount Cooling Limited is the Data Controller of your personal data.

3. What Personal Data We Collect

Contact Details

- Full name
- Address
- Email address
- Telephone number

Business Information (if applicable)

- Company name
- Job title
- Business contact details

Service Information

- Details of your enquiry
- Property address
- Site specifications (for installation or servicing)
- Appointment records

Financial Information

- Payment details (processed securely via third-party providers)
- Transaction history

We do not store full debit or credit card details on our systems.

Technical Data

- IP address
- Browser type
- Device information
- Website usage data
- Cookies

4. How We Collect Your Data

- Completing a website contact form
- Requesting a quote
- Calling or emailing us
- Booking an appointment
- Making a payment
- Subscribing to marketing communications
- Browsing our website

5. Lawful Bases for Processing

Contractual Necessity – To provide quotes, installations, servicing, repairs and ongoing support.

Legal Obligation – To comply with tax, accounting and regulatory requirements.

Legitimate Interests – To manage business operations, improve services and prevent fraud.

Consent – For marketing communications (you may withdraw consent at any time).

6. How We Use Your Information

- Respond to enquiries
- Provide quotations
- Deliver contracted services
- Process payments
- Manage bookings
- Maintain internal records
- Improve our website
- Send marketing communications (where consent has been given)

7. Sharing Your Personal Data

We do not sell your personal data.

We may share your data with:

- Payment processors
- Accountants and professional advisers
- IT service providers and website hosting companies
- Subcontractors involved in delivering services
- Legal or regulatory authorities if required

All third parties are required to handle your data securely and lawfully.

8. International Transfers

Where personal data is transferred outside the United Kingdom, we ensure appropriate safeguards are in place, including UK-approved contractual clauses or adequacy regulations.

9. Data Retention

- Financial and transaction records: minimum 6 years (HMRC requirements)
- Customer records: up to 6 years after service completion
- Enquiries where no contract is formed: up to 12 months
- Marketing data: until consent is withdrawn

After this period, data is securely deleted or anonymised.

10. Data Security

- SSL encryption

- Secure servers
- Access controls
- Password protection
- Secure third-party providers

11. Your Legal Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent (for marketing)

To exercise your rights, please contact us at: [Insert Email Address]

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO): <https://www.ico.org.uk> | 0303 123 1113

12. Cookies

Our website uses cookies to improve functionality and analyse usage. These may include:

- Essential cookies
- Analytics cookies
- Marketing cookies (if applicable)

You can manage cookie preferences via your browser settings or through our cookie banner.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.