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PRIVACY POLICY

Your privacy is important to Crystal Mountain. This Privacy Policy, together with our Terms and Conditions of business, provides an explanation as to what happens to any personal data you provide to us. Crystal Mountain will take all reasonable steps to ensure your personal data is held securely and in accordance with this Privacy Policy.

Our website may collect information and data offered by you for the purposes of replying to questions or requests made by you. Details of your visit are not used to identify you personally or used for aggregate statistical data. Such data that is collected could include your name and address, email address and telephone number. We do not request or collect any information that is regarded as sensitive under data protection law.

Under the General Data Protection Regulation 2018 (GDPR), our lawful basis for collecting information from you either through the website, by email, telephone or other communication arises from the following legitimate interests which have been identified as a result of a legitimate interest assessment we have conducted. No telephone calls are recorded.

- To provide you with information requested from us relating to our products and services
- To provide information on products, such as availability and delivery times
- To provide information concerning new products
- To provide technical information as requested
- To meet our contractual commitments to you
- To fulfil responsibilities as an employer

We would only disclose personal information provided to us if legally required to do so or to assist fraud prevention and minimize credit risk. We do not share any information with third parties.

Your personal information may be stored either on our secure servers in the UK or on the servers of our associated companies throughout the world. Where these servers are outside the European Economic Area, the owner's data handling will meet the requirements of GDPR.

We have procedures and security features to protect your information. All digitally held information is password protected and accessed by limited named users.

The GDPR gives you the right to access the information we hold about you and you can ask us not to make use of your information or for it to be deleted from our records. If you wish to receive detail of what information we hold about you please contact us at the address above or by email at cmeurope@crystalcoolers.com

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