

Privacy Policy

Last updated: 12 May 2026

CC&N Global Ltd is committed to protecting your privacy and handling your personal information fairly, lawfully, and transparently.

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

For the purposes of data protection law, the data controller is:

CC&N (GLOBAL) LTD

Trading as **CC&N Global Ltd**

The Old Church House

Worcester Road

Kidderminster

Worcestershire

DY11 7RG

United Kingdom

Email: sales@ccnglobal.co.uk

Telephone: 0333 335 5702

1. Information we may collect

We may collect and process the following types of personal information:

- Your name, job title, and company name
- Business contact details, including email address and telephone number
- Information you provide through website forms, email, telephone, or other correspondence
- Details of products, services, or enquiries you are interested in
- Records of communications with you
- Technical information about your visit to our website, such as IP address, browser type, device information, pages visited, and referral source
- Marketing preferences and consent records, where applicable

We do not intentionally collect special category personal data through our website.

2. How we collect your information

We may collect personal data when you:

- Submit a contact or enquiry form on our website
- Email, call, or message us
- Request a quotation, product information, or business discussion

- Sign up to receive updates or marketing communications
 - Interact with our website, including through cookies or analytics tools
 - Engage with us through business networking, social media, or other professional channels
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3. How we use your information

We may use personal data to:

- Respond to enquiries and provide requested information
 - Prepare quotations, proposals, and commercial responses
 - Manage customer, supplier, and business relationships
 - Process and administer orders, contracts, and related communications
 - Improve our website, services, and customer experience
 - Send relevant B2B marketing communications about our products, services, and business updates, where permitted by law
 - Maintain records for legal, regulatory, accounting, and business administration purposes
 - Protect our business, website, systems, and users from misuse, fraud, or security risks
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4. Lawful bases for processing

We process personal data only where we have a lawful basis to do so. Depending on the circumstances, this may include:

- **Consent** – where you have clearly agreed to receive certain communications or allow certain cookies
- **Contract** – where processing is necessary to take steps at your request before entering into a contract, or to perform a contract with you
- **Legal obligation** – where we must comply with applicable legal, tax, accounting, or regulatory requirements
- **Legitimate interests** – where processing is necessary for our legitimate business interests and those interests are not overridden by your rights and freedoms, including:
 - responding to business enquiries;
 - managing customer and supplier relationships;
 - maintaining business records;
 - improving our website and services;
 - protecting our business and systems; and
 - carrying out appropriate B2B marketing activity where permitted by law

You may object at any time to marketing communications or to processing based on legitimate interests where applicable.

5. Marketing communications

We may contact business customers, prospects, and professional contacts with relevant information about CC&N Global's products, services, and updates where permitted under applicable data protection and electronic marketing rules.

You can opt out of marketing emails at any time by:

- Clicking the unsubscribe link in a marketing email, where provided; or
- Contacting us at sales@ccnglobal.co.uk

We will not sell your personal data to third parties.

6. Cookies and website analytics

Our website may use cookies and similar technologies to:

- Help the website function correctly
- Remember preferences where relevant
- Understand website traffic and performance
- Improve usability and marketing effectiveness

Where required, non-essential cookies will only be used with your consent. You can manage your cookie preferences through the website cookie banner or your browser settings.

For more detail, please refer to our Cookie Policy where available.

7. Sharing your information

We may share personal information only where necessary and appropriate, including with:

- Website hosting, CRM, email, analytics, and IT service providers
- Professional advisers such as accountants, insurers, and legal advisers
- Logistics, fulfilment, or commercial partners where needed to respond to an enquiry or supply products or services
- Public authorities, regulators, or law enforcement where legally required

Any third-party service providers processing personal data on our behalf are expected to protect it and use it only in accordance with our instructions and applicable law.

8. International transfers

Some of our service providers or business partners may process personal data outside the United Kingdom. Where this occurs, we will take appropriate steps to ensure that suitable safeguards are in place, such as UK-approved transfer mechanisms or other lawful protections required by data protection law.

9. How long we keep your information

We retain personal data only for as long as necessary for the purposes for which it was collected, including to meet legal, accounting, tax, contractual, and business record-keeping requirements.

Retention periods may vary depending on the nature of the information and our relationship with you. Where personal data is no longer required, we will securely delete, anonymise, or otherwise dispose of it.

10. Data security

We take reasonable and appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse, alteration, or disclosure.

However, no website, email system, or internet transmission can be guaranteed to be completely secure. You should take care when sending information electronically.

11. Your rights

Under UK data protection law, you may have rights to:

- Request access to the personal data we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal data in certain circumstances
- Request restriction of processing in certain circumstances
- Object to processing based on legitimate interests, including direct marketing
- Request transfer of your data where applicable
- Withdraw consent at any time where we rely on consent

To exercise any of these rights, please contact us at sales@ccnglobal.co.uk.

We may need to verify your identity before responding to a request.

12. Complaints

If you have concerns about how we handle your personal information, please contact us first so that we can try to resolve the matter.

You also have the right to lodge a complaint with the UK Information Commissioner's Office, the UK supervisory authority for data protection matters.

13. Links to other websites

Our website may contain links to third-party websites, platforms, or social media pages. We are not responsible for the privacy practices, content, or security of those external websites. You should review their privacy policies separately.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, legal requirements, or how we use personal data. The latest version will always be published on our website with the updated revision date.