Privacy Notice

WEBSITE PRIVACY NOTICE

Lakeland Polymers Ltd | Company number 12902867

Prepared 12 November 2026 | Contact adam@lakelandpolymers.co.uk

Who we are

Lakeland Polymers Ltd, company number 12902867. This notice covers enquiries and use of our public website at www.lakelandpolymers.co.uk. Contact adam@lakelandpolymers.co.uk or write to Unit 20, Charlesfield Industrial Estate, St Boswells, Melrose, Scotland, TD6 0HH.

Information we collect

Enquiry forms request first name, last name, company, address, email, telephone number and message. We also record the form category, source page and submission time. Website security logs can include IP address, request details and browser information. Please do not include sensitive personal information that is not needed for your enquiry.

How enquiries are handled

Your enquiry is saved in the website database and an email notification is sent to the relevant team. General Contact notifications also go to support@sbn-it.ltd, our IT support provider. Other enquiry notifications go to adam@lakelandpolymers.co.uk. We send an acknowledgement and enquiry copy to the address you provide. Authorised staff can review the saved enquiry and email status.

Why we use this information

We use enquiries to respond to requests, discuss recycling services and manage business contacts. We rely on our legitimate interests in operating the business and responding to enquiries. Where necessary to take steps at your request before entering a contract with you, we rely on that contractual basis. Security and operational records help protect the website and investigate misuse. Enquiry details are not added to an email marketing list by this website.

Service providers

Website hosting, SBN IT Ltd and Mailtrap support the website, enquiry processing and transactional email delivery. The security check uses hCaptcha. Google Analytics and Google Ads are used for website and advertising measurement when you permit them. Some providers may process information outside the UK; their published privacy and data-protection terms explain their processing and transfer arrangements. Contact us for information about providers relevant to your enquiry.

Cookies and your choices

Essential technologies support security, form verification and staff sign-in. Our cookie panel lets you accept, reject or choose analytics and advertising measurement. The Google tag is not loaded before a choice permits measurement. You can change your choice through Cookie settings in the website footer. We remember your cookie choice in your browser for up to 180 days. Withdrawing a choice takes effect for future use; clearing browser data also removes the saved preference.

How long information is kept

Enquiry retention depends on the request, any ongoing business relationship and applicable legal or accounting requirements. There is no fixed automatic deletion period for website enquiries. Information can be reviewed or removed by authorised staff when no longer required. Protected backups may retain earlier copies until their normal replacement. Ask us about records relating to your enquiry.

Your rights and complaints

You can contact adam@lakelandpolymers.co.uk to ask about access, correction, deletion, restriction, objection or portability where the relevant right applies. You can withdraw cookie consent through Cookie settings. You may complain to the Information Commissioner's Office if you have concerns about how your personal information is handled.

Updates

This notice was updated on 12 November 2026 for the WordPress website. Changes to website processing will be reflected in a revised notice.

Provider information

ICO: make a complaint

Google privacy policy

Mailtrap privacy policy

hCaptcha privacy policy