MULTIPLASTICS (EUROPE) LIMITED

Multiplastics (Europe) Limited
Columbus House,
30 Manchester Road,
Northwich, Cheshire,
CW9 5ND

Tel: +44 (0) 1606 330011
sales@multiplastics.co.uk
www.multiplastics.co.uk

BRCGS Packaging Materials CERTIFICATED

nqa ISO 9001 QUALITY MANAGEMENT

Privacy Policy

This is the privacy policy of Multiplastics (Europe) Limited: Company number 02393451
Registered in England & Wales at Columbus House, 30 Manchester Road, Northwich, Cheshire, CW9 5ND

In this document, "we", "our", or "us" refer to Multiplastics (Europe) Limited

Multiplastics (Europe) Limited are fully dedicated to protecting the personal information of its customers, suppliers and website visitors. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org

For all our services the data controller that's responsible for your privacy and data is Multiplastics (Europe) Limited, if you have any questions or concerns please contact us at: sales@multiplastics.co.uk

What information we collect and how do we use it?

We collect and hold the below information:

Company Name
Company addresses
Contact name(s)
Telephone and Fax numbers
Email addresses
Bank Sort Code and Account number (if applicable)
Company Reg Number (if applicable)
VAT number (if applicable)

How we use your name and contact details:	
To deliver your goods	In order to meet our end of the contract we have to be able to process and deliver the goods
To send you messages and updates	So we can keep you up to date on the status of your order and delivery
To send you updates by email or post	To keep you up to date and informed and send you the latest news on our products and services
How we use your purchase history:	
Traceability	In the very rare event of any quality concerns or if a recall is required
Customer service	So we can fulfil your customer service expectations
Analytics	So we can adequately plan our capacity and forecast to fulfil future requirements and orders

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How we use information about your phone or computer:	
Improve our website	So it's easier to browse our site and find out the information you need
We do not control and are not responsible for the content or practices of any websites other than www.multiplastics.co.uk and www.multi-plastics.com	
Sharing your information:	
We would **NEVER** sell your information or pass all of it on to other companies, but there are times when we do need to provide some information to third party company fitting the following categories:	
Transport and Distribution companies	So we are able to get your orders shipped
Credit reference agencies	So we are able to update your credit terms, and for fraud prevention and law enforcement
Supply partners and sub-contractors	To fulfil your order and to optimise your lead time
Payment service providers	So we are able to process your payments
How long do we keep your information?	
The length of time we keep information depends on the nature of the information, laws and how we use it.	
For legal purposes we usually hold your data as long as you are an active customer or for 7 years except in the following conditions:	
If the law requires us to hold your information for a longer period or remove it sooner	
You exercise your right to have the information removed, unless it contravenes with legal requirements	
How do we secure your information?	
We protect your data by storing all information in a controlled, secure environment which is protected from unauthorised access with Stringent policies, both for internal and external data processing and usage.	
Firewall, server and workstation security software	
Fully encrypted cloud backups	

September 2026