Privacy Policy

CFS Industrial Ceramics

Last updated: november 3 2026

At CFS Industrial Ceramics, we respect your privacy. This policy explains how we collect and use personal data when you visit our website, contact us or interact with us as a customer, supplier or business partner.

1. Who is responsible for your personal data?

The controller responsible for the processing described in this policy is:

[Full registered company name], trading as CFS Industrial Ceramics
Company registration number: [Registration number]
Registered address: [Address, country]
Email: [Privacy contact email]

2. Personal data we collect

Depending on your interaction with us, we may process:

- **Contact details:** your name, business email address, telephone number, job title and company.
- **Enquiry information:** messages, quotation requests, technical requirements and documents you provide.
- **Business relationship information:** correspondence, order details, delivery information and invoicing records containing personal data.
- **Technical information:** IP address, browser and device information, access times and security logs.
- **Website usage and preferences:** information collected through cookies or similar technologies, where these are used and any required consent has been obtained.

We generally collect this information directly from you or automatically when you use our website. We may also receive business contact details from your colleagues or other representatives of your organisation.

Please avoid including sensitive personal information in enquiries or uploaded documents.

3. Why we use your personal data

We process personal data for the following purposes:

Responding to enquiries and quotation requests
We use your details to answer questions, discuss technical requirements and

prepare quotations. For business representatives, our legal basis is our legitimate interest in communicating with prospective customers and developing business relationships. Where you personally are the prospective contracting party, processing necessary to take steps at your request before entering a contract is based on Article 6(1)(b) GDPR.

Managing customer and supplier relationships
We process business contact details to administer orders, coordinate deliveries and provide support. Our legal basis is our legitimate interest in managing relationships with the organisations we work with. Where the contract is with you personally, processing necessary to perform that contract is based on Article 6(1)(b) GDPR.

Meeting legal obligations
We retain and process certain records to comply with applicable accounting, tax and other legal requirements. The legal basis is compliance with a legal obligation.

Operating and protecting our website
We process technical information to maintain website availability, investigate errors and prevent misuse. Our legal basis is our legitimate interest in providing a reliable and secure website.

Optional analytics and marketing
[If applicable: specify the analytics or marketing activities used, the personal data involved and the applicable legal basis. Remove this paragraph if these activities are not used.]

Where processing relies on consent, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn.

4. Who receives your personal data?

Where necessary for the purposes described above, personal data may be shared with:

- Website hosting, IT support, email and business system providers.
- Logistics providers involved in fulfilling orders.
- Accounting, legal and other professional advisers.
- Public authorities where disclosure is legally required.

Service providers processing personal data on our behalf must act under our instructions and appropriate data processing agreements.

[Confirm the recipient categories above and add any analytics, advertising or other relevant providers.]

5. International transfers

[Confirm whether any providers process or access personal data outside the EU/EEA.]

If personal data is transferred outside the EU/EEA, we use an applicable transfer mechanism, such as a European Commission adequacy decision or Standard Contractual Clauses, together with supplementary safeguards where required.

[Identify the relevant countries or transfers and the mechanism actually used. Explain how a copy of the safeguards can be obtained, for example by contacting the privacy email above. If no transfers occur, replace this section with a statement confirming that.]

6. How long we keep your personal data

We retain personal data only for as long as necessary for its purpose, subject to applicable legal requirements.

- **Enquiries and quotations:** [Specify the retention period and when it starts, for example from the last substantive contact.]
- **Customer and supplier contact details:** while required to manage the business relationship, followed by [specify any retention period and purpose].
- **Accounting and transaction records:** for the period required by applicable accounting and tax legislation.
- **Website security logs:** [Specify retention period.]
- **Consent records and optional marketing data:** [Specify the applicable period or deletion criteria, if relevant.]
- **Cookie information:** for the periods stated in our cookie information.

We may retain information longer where necessary to establish, exercise or defend legal claims. Such retention is limited to information relevant to that purpose and the applicable limitation period.

7. Cookies and similar technologies

Our website may use cookies to support essential functions and, where enabled, analytics or marketing.

Cookies requiring consent are used only after you have given that consent. You can reject optional cookies or withdraw your consent through [link to cookie settings].

For details of the cookies actually used, including their purposes, providers and durations, please see [link to Cookie Policy or cookie declaration].

[Adapt this section to the website’s actual cookie configuration and available controls.]

8. Your rights

Depending on the circumstances and the applicable legal basis, you may have the right to:

- Access your personal data and receive a copy.
- Have inaccurate or incomplete information corrected.
- Request deletion of your personal data.
- Request restriction of processing.
- Object to processing based on legitimate interests.
- Receive certain data in a structured, commonly used and machine-readable format and have it transferred to another controller.
- Withdraw consent where processing is based on consent.

You may object to the use of your personal data for direct marketing at any time.

To exercise your rights, contact [Privacy contact email]. We normally respond within one month. If an extension is permitted and necessary, we will explain the reason and inform you within that first month. We may request information needed to verify your identity.

You also have the right to lodge a complaint with a supervisory authority. In Sweden, this is the **Swedish Authority for Privacy Protection (Integritetsskyddsmyndigheten, IMY)**: https://www.imy.se.

9. Providing personal data

You generally choose whether to provide personal data. However, we may need certain contact, order or delivery information to respond to an enquiry or fulfil an order. If required information is not provided, we may be unable to provide the requested service.

10. Automated decision-making

[Confirm before publication: We do not use your personal data for solely automated decisions, including profiling, that produce legal effects or similarly significantly affect you.]

11. Protecting your information

We use appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration or disclosure. Access is limited to people who need the information for their work.

12. Changes to this policy

We may update this policy to reflect changes in our activities or legal requirements. The latest version will be available on this page, together with its revision date. Where required, we will provide additional notice of significant changes.

13. Contact us

For questions about this policy or how we handle personal data, please contact:

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