



MUSTANG TOOLS

Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Telephone: (01692) 404005

Email: sales@mustangtools.co.uk

Website: www.mustangtools.co.uk

Privacy Policy

Effective Date: 01/01/2026

1. Introduction

C R Utting Ltd T/A Mustang Tools ("we", "us", "our") is committed to protecting your privacy and handling your personal information in a transparent and secure manner.

This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you visit our website, create an account, place an order, or otherwise interact with us.

We process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection laws.

2. Who We Are

Business Name: C R Utting Ltd T/A Mustang Tools (Reg: 3619311)

Registered Address: Unit 1b, Cornish Way, North Walsham, Norfolk, NR28 0AW

Email: sales@mustangtools.co.uk

Telephone: 01692 404005

If you have any questions about this Privacy Policy or how we use your personal data, please contact us using the details above.

3. Information We Collect

We may collect the following categories of personal information:

Information You Provide

- * Full name
- * Billing address
- * Delivery address
- * Email address
- * Telephone number
- * Account login details
- * Payment information (payments are processed securely by our payment provider and we do not store your full card details)
- * Information you provide when contacting customer support

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Managing Director: C.R.Utting

Registered Office: Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

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Information Collected Automatically

When you use our website, we may automatically collect:

- * IP address
- * Browser type and version
- * Device information
- * Operating system
- * Pages visited
- * Time spent on our website
- * Referral website
- * Cookies and similar technologies

4. How We Use Your Information

We use your personal information to:

- * Process and deliver your orders
- * Manage your customer account
- * Process payments
- * Respond to customer enquiries
- * Provide customer support
- * Send order confirmations and delivery updates
- * Prevent fraud and improve website security
- * Improve our website and services
- * Comply with legal obligations
- * Send marketing communications where you have consented or were permitted by law

5. Our Legal Basis for Processing

We process your personal data where:

- * It is necessary to perform our contract with you.
- * We have your consent.
- * We have a legal obligation.
- * We have a legitimate business interest that does not override your rights and freedoms.

6. Marketing Communications

If you choose to receive marketing emails, we may send information about new products, promotions and special offers.

You can unsubscribe at any time by clicking the unsubscribe link in any marketing email or by contacting us directly.

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7. Sharing Your Information

We may share your information with trusted third parties where necessary, including:

- * Payment processors
- * Delivery and courier companies
- * Website hosting providers
- * IT service providers
- * Email marketing providers
- * Professional advisers
- * Law enforcement or regulatory authorities where required by law

We do not sell your personal information.

8. International Transfers

Where personal information is transferred outside the United Kingdom, we will ensure appropriate safeguards are in place as required under UK data protection law.

9. Data Security

We use appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration or destruction.

However, no method of transmitting information over the internet can be guaranteed to be completely secure.

10. Data Retention

We retain your personal information only for as long as necessary to:

- * Fulfil your orders
- * Comply with legal obligations
- * Resolve disputes
- * Enforce our agreements

When information is no longer required, it will be securely deleted or anonymised.

11. Your Rights

Under UK data protection law, you may have the right to:

- * Access your personal information
- * Correct inaccurate information
- * Request deletion of your information

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- * Restrict processing
- * Object to certain processing activities
- * Request transfer of your data
- * Withdraw consent where processing is based on consent

To exercise your rights, please contact us using the details provided above.

12. Cookies

Our website uses cookies and similar technologies to improve your browsing experience and analyse website traffic.

You can manage your cookie preferences through your browser settings or our cookie banner (where applicable).

For more information, please see our Cookie Policy.

13. Children's Privacy

Our website is not intended for children under the age of 13, and we do not knowingly collect personal information from children.

14. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

We encourage you to read their privacy policies before providing any personal information.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, legal requirements or our data processing practices.

The latest version will always be available on our website, and the effective date at the top of this policy will be updated accordingly.

16. Complaints

If you are unhappy with how we have handled your personal information, please contact us so we can try to resolve your concerns.

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO).

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17. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact us:

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