**🔒 Privacy at a Glance**

**At Hotmelt Zero (part of Gludog Ltd), we take your privacy seriously. Here’s the short version of how we handle your data:**

* **What we collect: Basic contact details, order information, and how you use our website.**
* **Why we collect it: To process your orders, improve our services, and (if you opt in) send you updates and offers.**
* **Who sees it: Just us and our trusted partners (like couriers and payment providers). We never sell your data.**
* **Your rights: You’re in control. You can ask us to access, update, delete, or stop using your data at any time.**
* **Cookies: We use cookies to make the site work better and to understand how it’s used. You can manage them in your browser settings.**
* **Security: We use strong safeguards to keep your information safe.**

**Want the full details? Keep reading below 👇**

**Privacy Policy for HotmeltZero.com**

**Last Updated: September 2025**

At **Hotmelt Zero**, a brand of **Gludog Ltd**, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you visit our website (**hotmeltzero.com**) or interact with us in other ways.

By using this website, you agree to the terms of this Privacy Policy.

**1. Who We Are**

Hotmelt Zero is part of **Gludog Ltd**, a UK-based company specialising in adhesive technologies. For the purposes of data protection laws, Gludog Ltd is the **data controller** of your personal information.

* **Company Name:** Gludog Ltd
* **Trading Name:** Hotmelt Zero
* **Registered Office:** Unit 8, Lawnhurst Trading Estate, Ashurst Drive, Stockport, SK3 0SD
* **Company Number:** 07983 237 951
* **Contact Email:** support@hotmeltzero.com

**2. Information We Collect**

We may collect and process the following types of data:

* **Personal Information:** Name, email address, phone number, company details, billing/shipping addresses.
* **Order Information:** Product details, payment information (processed securely by third-party providers), and delivery details.
* **Website Usage Data:** IP address, browser type, device information, pages visited, and interactions with our website (via cookies and analytics tools).
* **Marketing Preferences:** Your consent or preferences for receiving marketing updates.

**3. How We Use Your Information**

We use your information to:

* Process and fulfil your orders
* Provide customer service and respond to enquiries
* Improve our website, products, and services
* Send relevant updates, offers, and marketing communications (if you have opted in)
* Comply with legal and regulatory obligations

**4. Legal Basis for Processing**

We process your personal data based on one or more of the following:

* **Contractual necessity** – to provide products or services you request.
* **Legitimate interests** – to improve our services, manage business operations, and prevent fraud.
* **Consent** – for marketing communications and non-essential cookies.
* **Legal obligations** – to comply with applicable laws.

**5. Sharing Your Information**

We do not sell or rent your personal data. We may share your data with:

* **Trusted third-party service providers** (e.g., payment processors, couriers, IT support).
* **Regulatory authorities** if legally required.
* **Parent company Gludog Ltd** for operational and compliance purposes.

**6. Data Retention**

We retain your data only for as long as necessary to fulfil the purposes outlined in this policy or as required by law (e.g., tax records).

**7. Cookies & Tracking**

HotmeltZero.com uses cookies and similar technologies to improve your browsing experience, analyse traffic, and personalise content.

You can manage or disable cookies via your browser settings. For more details, please request our **Cookie Policy**.

**8. Your Rights**

Under data protection law (including GDPR), you have the right to:

* Access the personal data we hold about you
* Request corrections or updates
* Request deletion of your data (“right to be forgotten”)
* Restrict or object to processing
* Withdraw consent (where processing is based on consent)
* Request transfer of your data (data portability)

To exercise your rights, please contact us at: sales@gludog.com.

**9. Data Security**

We take security seriously and use appropriate technical and organisational measures to protect your personal data from loss, misuse, or unauthorised access.

**10. International Data Transfers**

Where necessary, we may transfer your personal data outside the UK/EEA. In such cases, we ensure appropriate safeguards are in place to protect your data.

**11. Updates to This Policy**

We may update this Privacy Policy from time to time. Any significant changes will be communicated on our website, and the “Last Updated” date will be amended accordingly.

**12. Contact Us**

If you have any questions about this Privacy Policy or how we handle your data, please contact us:

**Hotmelt Zero (Gludog Ltd)**
Email: support@hotmeltzero.com
Phone: 07983 237 951
Address: Unit 8, Lawnhurst Trading Estate, Ashurst Drive, Stockport, SK3 0SD