



Privacy Policy

PRIVACY POLICY

Privacy Policy Notice

Last updated: November 2025

Introduction

We appreciate the trust you place in us when sharing your personal data. Protecting that data is very important to us. This privacy policy explains how we collect, use and protect your personal data, and outlines your rights under data protection legislation.

Who we are

For the purposes of the General Data Protection Regulation (GDPR), The Embroidered & Printed Clothing Company is the Data Controller. This policy covers personal data collected via our websites, telephone, live chat, social media platforms and other communications.

The kind of data we hold

- Personal contact details such as name, address, telephone number and email address
- Business contact details including company name, role and business contact information
- Date of birth and age information
- Bank account details and tax or VAT status
- Trading and credit information
- CCTV footage and delivery-related location data
- Website usage data, cookies and IT system usage

How we collect and use personal data

- To fulfil contractual obligations
- To process orders and deliver products
- To manage supplier and customer relationships
- To maintain business records and accounts
- For marketing activities where permitted
- To comply with legal and regulatory obligations
- To handle complaints and queries
- To analyse and improve website performance
- To ensure security of systems and infrastructure

Technical and cookie information

We collect technical information including IP address, browser type, operating system, cookies, login information and details of visits to our websites to ensure effective operation and relevant content delivery.

Lawful basis for processing

We process personal data on the basis of legitimate interests, contractual necessity, consent or legal obligation. Where processing is based on legitimate interests, we ensure these do not override your rights and freedoms.

Sharing personal data

Personal data may be shared on a need-to-know basis with professional advisers, service providers, suppliers, logistics partners, insurers, IT providers and regulators where legally required.

International transfers

Where personal data is transferred outside the UK or EU, appropriate safeguards are in place to ensure lawful and secure transfer.

Data retention

Personal data is retained only for as long as necessary for business, legal and regulatory purposes and is securely managed throughout.

Security measures

We apply appropriate technical and organisational measures to protect personal data against unauthorised access, loss or misuse.

Your rights

You have rights including access, rectification, erasure, restriction, data portability, objection, withdrawal of consent and safeguards against automated decision-making. Requests are responded to within one month.

Marketing and cookies

We may use personal data for marketing where permitted. You can opt out at any time. Cookies can be managed through browser and website settings.

Contact us

Email: sales@epcc.co.uk

Address: Premier House, 82 Sweyn Road, Margate Kent CT9 2DD

Complaints

You have the right to complain to the Information Commissioner's Office (ICO) if you are dissatisfied with our response.