

Bombouche Custom Apparel – Privacy Policy

Effective Date: 01st May 2025

Company Name: Bombouche Custom Apparel (a trading division of Bombouche)

Contact: Lewis McGrath – em@bombouche.com | 01747820965

1. Overview

We respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you engage with us, whether through our website, email, phone, or in person.

2. What We Collect

We may collect and process the following personal data:

- **Identity Data:** Full name, business name (if applicable)
- **Contact Data:** Email address, phone number, delivery and billing addresses
- **Order Data:** Purchase history, garment specifications, customisation details
- **Payment Data:** Payment confirmations (processed via third-party providers; we do not store card details)
- **Communication Data:** Email messages, notes on orders, phone call records (if relevant)

3. How We Use Your Data

We use your data to:

- Process and fulfil your orders
- Contact you regarding orders or enquiries
- Send invoices, delivery notes, or receipts
- Manage customer accounts and credit (where applicable)
- Improve our service and business operations
- Promote our work (with your prior consent for testimonials or images)

4. Legal Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Contract** – for fulfilling orders and services
- **Legitimate Interest** – to improve customer experience or resolve disputes
- **Consent** – for sending marketing communications (you can withdraw this at any time)

5. Data Sharing

We will never sell your data. We may share your data with:

- Delivery services (e.g., DPD, Royal Mail)
- Payment providers (e.g., Stripe, PayPal)
- Subcontractors or suppliers (for garment fulfilment or drop-shipping)
- Accountants or professional advisors (for regulatory purposes)

All third parties are required to respect your data and treat it in accordance with the law.

6. Data Storage & Security

- Your data is stored securely on password-protected systems.
- Only authorised staff (e.g. Lewis McGrath or approved employees) can access your information.
- We retain records for up to **6 years** for tax and legal purposes, after which they are securely deleted.

7. Your Rights

You have rights under the Data Protection Act 2018 and UK GDPR to:

- Request access to your data
- Correct inaccurate data
- Request deletion of your data
- Object to or restrict processing
- Withdraw consent (for marketing)

To exercise any of these rights, email: **em@bombouche.com**

8. Cookies & Website Use

If Bombouche Custom Apparel operates a website, cookies may be used to track basic usage (e.g., analytics). You will be prompted to accept or reject cookies on visiting the site.

9. Complaints

If you believe your data has been mishandled, please contact us first. You also have the right to complain to the **Information Commissioner's Office (ICO)** at www.ico.org.uk.