

Effective Date: 30th July 2025

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

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

## 1. Purpose

This Data Protection Policy outlines how Bombouche Custom Apparel collects, uses, stores, and safeguards personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are committed to ensuring that all personal information is processed lawfully, fairly, and transparently.

## 2. Scope

This policy applies to:

- All employees, contractors, and authorised representatives of Bombouche Custom Apparel.
- All personal data processed relating to customers, suppliers, and business contacts.
- All systems, whether electronic or paper-based, used to store personal data.

## 3. What Data 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, billing and delivery addresses
- Order Data: Purchase history, garment specifications, customisation details
- Payment Data: Payment confirmations (we do not store card details)
- Communication Data: Email messages, call records (where relevant)
- Website Usage Data: Cookies and analytics (where applicable)

## 4. How We Use Your Data

We process personal data to:

- Fulfil and manage orders
- Communicate regarding orders and enquiries
- Send invoices, receipts, and delivery updates
- Improve products, services, and customer experience
- Comply with legal and tax obligations
- Market our services (only with consent)

## 5. Legal Basis for Processing

We process personal data based on:

- Contract: To fulfil orders and services.
- Legitimate Interest: For business improvement, fraud prevention, and dispute resolution.
- Consent: For marketing communications (can be withdrawn at any time).
- Legal Obligation: To comply with tax and record-keeping laws.

## 6. Data Sharing

We will never sell personal data. However, we may share it with:

- Delivery services (e.g. DPD, Royal Mail)
- Payment processors (e.g. Stripe, PayPal)
- Subcontractors or suppliers for garment fulfilment
- Accountants and professional advisors (for compliance)

All third parties must comply with UK data protection law.

## 7. Data Security & Storage

- Data is stored securely on password-protected systems.
- Access is restricted to authorised staff only.
- Data is retained for up to 6 years for tax and legal purposes.
- After the retention period, data is securely deleted or anonymised.

## 8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Rectify inaccurate or incomplete data
- Request deletion of your data

- Restrict or object to processing
- Withdraw consent for marketing
- Lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk)

To exercise your rights, contact: [em@bombouche.com](mailto:em@bombouche.com)

## 9. Data Breach Procedure

In the event of a data breach:

1. We will investigate the breach immediately.
2. We will notify the ICO within 72 hours if there is a risk to individuals' rights.
3. We will inform affected individuals where legally required.
4. We will take corrective actions to prevent recurrence.

## 10. Cookies & Website Tracking

If we operate a website, cookies may be used for analytics and functionality. Users will be able to accept or reject non-essential cookies upon visiting the site.

## 11. Compliance with Terms & Conditions

This policy works in conjunction with our Terms & Conditions, which outline how we manage order-related information, protect intellectual property, and use product photography for promotional purposes. We will never disclose personal or company-sensitive data without consent.

## 12. Review

This policy will be reviewed annually or sooner if required by changes in law or business practices.