



## **ECOMMERCE FULFILMENT CENTRE LTD (EFCL)**

### **PRIVACY POLICY:**

Policy Reference: EFCL-GDPR-001

Version: 1.0

Effective Date: 02/02/2026

Review Date: 02/02/2027

Approved By: Director

Review Frequency: Annual

### **COMPANY DETAILS**

#### **Ecommerce Fulfilment Centre Ltd (EFCL)**

Platinum House

12 Bailey Road

Trafford Park

Manchester

M17 1SA

**Company Registration Number:** 14944665

**VAT Registration Number:** GB455908364

**Telephone:** 0161 624 0375

**Website:** [www.efcluk.com](http://www.efcluk.com)

### **PRIVACY POLICY STATEMENT**

Ecommerce Fulfilment Centre Ltd ("EFCL", "we", "our", or "us") is committed to protecting the privacy, confidentiality, integrity, and security of personal information.

This Privacy Policy explains how we collect, use, store, protect, and process personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)
- Applicable UK Data Protection Laws

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This policy applies to customers, employees, suppliers, contractors, website visitors, and other individuals whose personal information we process.

## **1. OUR COMMITMENT**

EFCL is committed to:

- Processing personal data lawfully, fairly, and transparently.
- Collecting only the information necessary for legitimate business purposes.
- Protecting personal information from unauthorised access, loss, misuse, or disclosure.
- Maintaining accurate and up-to-date records.
- Respecting the rights of individuals regarding their personal data.

## **2. PERSONAL DATA WE MAY COLLECT**

Depending on our relationship with you, we may collect:

### **Customer Information**

- Name
- Company name
- Job title
- Email address
- Telephone number
- Billing address
- Delivery address
- Account information

### **Employee Information**

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- Name
- Address
- Date of birth
- National Insurance Number
- Payroll information
- Employment records
- Emergency contact details
- Training records

#### **Supplier Information**

- Contact details
- Banking information
- Business information
- Contractual records

#### **Website Information**

- IP address
- Browser information
- Device information
- Website usage data
- Cookies and analytics information

### **3. HOW WE USE PERSONAL DATA**

EFCL may use personal information to:

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- Provide fulfilment and logistics services.
- Process customer orders.
- Manage customer accounts.
- Deliver products and services.
- Process payments and invoices.
- Manage employment relationships.
- Maintain supplier relationships.
- Improve our services.
- Respond to enquiries and requests.
- Meet legal and regulatory obligations.

We only process personal information where there is a lawful basis to do so.

#### **4. LEGAL BASIS FOR PROCESSING**

We may process personal data based on:

- Contractual necessity
- Legal obligations
- Legitimate business interests
- Consent (where required)
- Protection of vital interests

#### **5. INFORMATION SHARING**

EFCL may share information with:

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- Customers
- Suppliers
- Delivery and logistics partners
- Professional advisers
- Regulatory authorities
- Government agencies where required by law

We do not sell personal information to third parties.

Any sharing of information is limited to legitimate business or legal requirements.

## **6. DATA SECURITY**

EFCL takes appropriate technical and organisational measures to protect personal data.

These measures may include:

- Secure IT systems
- Password protection
- Access controls
- Staff confidentiality obligations
- Secure document storage
- Restricted access to personal information

All employees are required to maintain confidentiality and follow company security procedures.

## **7. DATA RETENTION**

Personal information will only be retained for as long as necessary to:

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- Fulfil business requirements.
- Meet contractual obligations.
- Comply with legal and regulatory requirements.
- Resolve disputes.

Data will be securely deleted or destroyed when no longer required.

## **8. INDIVIDUAL RIGHTS**

Under UK GDPR, individuals may have the right to:

- Access personal information.
- Correct inaccurate information.
- Request deletion of information.
- Restrict processing.
- Object to processing.
- Request data portability.
- Withdraw consent where applicable.

Requests will be handled in accordance with applicable legislation.

## **9. COOKIES AND WEBSITE DATA**

Our website may use cookies and similar technologies to:

- Improve website performance.
- Analyse website usage.
- Enhance user experience.

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Users may manage cookie preferences through their browser settings.

## **10. DATA BREACHES**

Any suspected data breach must be reported immediately to management.

EFCL will:

- Investigate data breaches promptly.
- Take corrective action where necessary.
- Notify the Information Commissioner's Office (ICO) where legally required.

## **11. EMPLOYEE RESPONSIBILITIES**

Employees must:

- Protect confidential information.
- Follow company security procedures.
- Use personal data only for authorised business purposes.
- Report suspected data breaches immediately.
- Comply with GDPR and company policies.

Failure to comply may result in disciplinary action.

## **12. POLICY REVIEW**

This policy will be reviewed annually or whenever there are significant changes to legislation, business operations, or data processing activities.



## **CONTACT INFORMATION**

For questions regarding this Privacy Policy or personal data requests, please contact:

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## **POLICY APPROVAL**

This Privacy Policy has been reviewed and approved by the Director of Ecommerce Fulfilment Centre Ltd.

**Director Name:** Adeel Ashraf

**Date:** 02/02/2026