EDPAK LIMITED

Privacy Notice & UK GDPR Statement

Version 3.0 | Effective 25 September 2026

1. About this Privacy Notice

This Privacy Notice explains how EDPAK LIMITED ("EDPAK", "we", "us" or "our") collects, uses, stores and shares personal information when you visit our website, contact us, request a quotation, use our services, or otherwise interact with us.

Controller: Shoaib Maqsood - EDPAK LIMITED
Website: https://edpak.co.uk/
Company contact email: Shoaib.maqsood@edpak.co.uk / complaints@edpak.co.uk
Registered office: 37 North Avenue, Chelmsford, CM1 2AN

EDPAK is the data controller for the personal information it processes for its own purposes, unless another organisation is the controller for a particular processing activity.

2. Personal Information We May Collect

- Identity and contact information: name, job title, company name, email address, telephone number and business address.
- Enquiry and quotation information, including business requirements relevant to telecoms, energy/utilities, payment solutions or other business services offered or arranged by EDPAK.
- Customer and transaction information, including service selections, orders, correspondence, quotations, contracts and interaction records.
- Technical information such as IP address, browser/device information and website usage information, where collected.
- Information supplied by third parties, where permitted by law, including customers, suppliers, referral partners and publicly available business sources.

We do not intend to collect special category personal data through the ordinary website enquiry process.

3. How We Use Personal Information

- Respond to enquiries and quotation requests.
- Assess and arrange requested business services and communicate with relevant suppliers or service providers where necessary.
- Manage customer and supplier relationships, orders, contracts and administration.
- Maintain business records, handle complaints and resolve disputes.
- Protect the security of our website, systems and business and prevent fraud or misuse.
- Comply with legal, regulatory and accounting obligations.
- Send direct marketing where permitted by applicable law and, where required, where consent has been obtained.

4. Lawful Bases for Processing

- Contract: where processing is necessary to take steps at your request before a contract or to perform a contract.
- Legitimate interests: where necessary for EDPAK's legitimate business interests and those interests are not overridden by your rights and interests.
- Legal obligation: where processing is necessary to comply with a legal or regulatory obligation.
- Consent: where consent is the appropriate lawful basis, including certain marketing or non-essential cookies.

Where we rely on consent, you may withdraw it at any time.

5. Information From Other Sources

Where permitted by law, EDPAK may obtain business contact information from customers, business partners, suppliers, publicly available business information or other lawful sources. Where required, EDPAK will provide the privacy information required by law, including categories and source.

6. Who We May Share Information With

- Suppliers, service providers and business partners involved in delivering or arranging requested services.
- Professional advisers and business-support providers.
- IT, hosting and communications providers.
- Regulators, law-enforcement bodies, courts or government authorities where legally required or permitted.
- Relevant parties in a corporate transaction, subject to applicable requirements.

EDPAK does not sell personal information as a standalone data product.

7. International Transfers

EDPAK's intended operating model is UK-focused. EDPAK will not intentionally transfer personal information outside the UK unless there is a lawful basis and the transfer complies with applicable UK data protection requirements.

8. Data Retention

EDPAK does not apply a single 12-month retention period to every category of information. Personal information is retained only for as long as reasonably necessary, taking account of legal, regulatory, accounting, contractual, dispute-resolution and legitimate business requirements.

- Enquiry and quotation information: retained as necessary to manage the enquiry and for a reasonable period afterwards.
- Customer and contractual records: retained as required to administer the relationship and meet applicable requirements.
- Marketing records: retained as necessary to manage preferences and compliance.
- Website/security records: retained for a period appropriate to the relevant security, technical and legal purpose.

9. Your Data Protection Rights

- Right to be informed.
- Right to access personal information.

- Right to rectification.
- Right to erasure in certain circumstances.
- Right to restriction in certain circumstances.
- Right to object to certain processing, including direct marketing.
- Right to data portability where applicable.
- Right to withdraw consent where processing is based on consent.

10. Direct Marketing

EDPAK may communicate with business contacts about its services where permitted by law. Where consent is required, EDPAK will obtain it. You may object to direct marketing at any time.

11. Cookies

Strictly necessary technologies may be used where permitted without consent. Where non-essential cookies or similar technologies require consent, EDPAK will obtain consent before using them and provide an appropriate mechanism to manage or withdraw consent. A separate Cookie Policy will reflect the technologies actually used on the live website.

12. Security

EDPAK takes reasonable technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

13. Children

EDPAK's website and services are directed primarily at businesses. We do not knowingly seek to collect children's personal information through the ordinary business enquiry process.

14. Automated Decision-Making and Profiling

EDPAK does not currently intend to make decisions based solely on automated processing, including profiling, that produce legal or similarly significant effects on individuals. If this changes, EDPAK will update its privacy information.

15. Complaints

If you have concerns, please contact EDPAK first. You also have the right to complain to the UK Information Commissioner's Office (ICO): https://ico.org.uk/

16. Changes

EDPAK will review this Privacy Notice periodically and update it where our processing activities, services, legal requirements or technology change.

Document Management

Document: Privacy Notice & UK GDPR Statement
Version: 3.0

Effective date: 25 September 2026
Review: At least annually and whenever material processing changes occur.

Before publication, EDPAK must replace the bracketed contact details and confirm that the described processing, suppliers, website technologies, international transfers and retention practices accurately reflect the live business.