

Privacy & Cookies Policy

Last Updated: September 2026

At **Zippy Embroidery**, we are committed to protecting and respecting your privacy. This policy explains how we collect, use, and safeguard your personal data when you visit zippyembroidery.co.uk or place an order with us. [\[1\]](#)

1. Who We Are

Sharon Bourquin t/a Zippy Embroidery (trading name including Grantown School Wear) is the data controller responsible for your personal data. [\[1\]](#)

- **Address:** Kylindra Mill, Grantown-on-Spey, United Kingdom, PH26 3NS
 - **Email:** info@zippyembroidery.co.uk
 - **Phone:** 01479-873613 [\[1\]](#), [\[2\]](#)
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2. The Data We Collect

We collect and process personal information to fulfil your custom clothing orders and manage inquiries. This includes: [\[1\]](#), [\[2\]](#)

- **Identity Data:** First name, last name, and school or club affiliation (for uniforms).
 - **Contact Data:** Billing address, delivery address, email address, and phone numbers.
 - **Transaction Data:** Details about products you have purchased from us and payment confirmations (we do not store raw card details).
 - **Technical & Usage Data:** Your IP address, browser type, and information about how you use our website (via cookies). [\[1\]](#), [\[2\]](#)
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3. Lawful Basis for Processing

Under the **UK GDPR**, we rely on the following legal grounds to handle your data:

- **Performance of a Contract:** We must process your identity, contact, and transaction details to fulfil, print, embroider, and deliver your orders. [\[1\]](#)
 - **Legitimate Interests:** We process your technical data and contact form inquiries to improve our website experience and respond efficiently to customer service messages. [\[1\]](#)
 - **Legal Obligation:** We retain commercial records to comply with UK tax law.
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4. How We Share Your Data

We do not sell your personal data. We only share information with trusted third parties necessary to run our business:

- **Delivery Partners:** Courier and postal services (such as Menzies Parcels or Royal Mail) to ship your garments.
 - **Payment Processors:** Secure third-party banking services to process online transaction payments safely.
 - **Professional Systems:** Web hosting, database management, and IT support services. [\[1\]](#)
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5. Data Retention

We only keep your personal information for as long as necessary to fulfil the purposes we collected it for. By UK law, we must keep basic transaction and financial information regarding orders for **6 years** for tax purposes.

6. Cookies

Our website uses cookies to distinguish you from other users, remember your preferences, and track analytics. You can set your browser to refuse all or some browser cookies, but note that parts of this website may become inaccessible or fail to function properly if cookies are disabled. [\[1\]](#)

7. Your Legal Rights

Under the UK GDPR, you have the right to:

- **Access** the personal data we hold about you.
- **Rectify** inaccurate or incomplete information.
- **Erase** your personal data (the right to be forgotten), subject to legal retention constraints.
- **Restrict or Object** to the processing of your data.

To exercise any of these rights, please email us directly at info@zippyembroidery.co.uk. [\[1\]](#)

8. How to Complain

If you have any concerns about our use of your personal data, you can make a formal complaint to us. You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK supervisory authority for data protection issues, via the ICO Website.