

# Privacy Policy

## **E P Hospitality Limited T/A Sher-E-Punjab**

Trinity Road, Llanelli, SA15 2AB, Wales, United Kingdom

Email: sherepunjab9298@gmail.com

Tel: 01554 777727

**Last updated:** 28 April 2026

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## **1. Introduction**

This Privacy Policy explains how E P Hospitality Limited trading as Sher-E-Punjab (“we”, “us”, “our”) collects, uses, stores, and protects your personal data when you use our website, place orders, contact us, or otherwise interact with our restaurant and takeaway services.

We are committed to protecting your privacy and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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## **2. Who we are (Data Controller)**

For the purposes of data protection law, E P Hospitality Limited is the “data controller” responsible for your personal data.

If you have any questions about this policy or your data, you can contact us at:

Email: sherepunjab9298@gmail.com

Telephone: 01554 777727

Address: Trinity Road, Llanelli, SA15 2AB

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## **3. Information we collect**

We may collect and process the following types of personal data:

### **3.1 Information you provide directly**

- Name
- Contact details (phone number, email address)
- Delivery address
- Order details (food items, preferences, special instructions)
- Payment information (processed via third-party providers; we do not store full card details)
- Any information you provide when contacting us

### 3.2 Information collected automatically

When you use our website, we may collect:

- IP address
  - Browser type and version
  - Device information
  - Pages visited and time spent on the website
  - Cookies and similar tracking technologies
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## 4. How we use your information

We use your personal data for the following purposes:

- To process and fulfil your food orders
  - To manage deliveries and customer service
  - To take payments and prevent fraud
  - To respond to enquiries and complaints
  - To improve our website, services, and customer experience
  - To comply with legal and regulatory obligations
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## 5. Lawful basis for processing

We process your personal data under the following lawful bases:

- **Contract:** to fulfil your orders and provide services you request
  - **Legal obligation:** to comply with accounting, tax, and regulatory requirements
  - **Legitimate interests:** to improve our services, manage our business operations, and ensure security
  - **Consent:** where required, such as certain cookies or marketing communications
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## 6. Sharing your information

We do not sell your personal data.

We may share your data with:

- Delivery drivers or courier services to complete your order
- Payment service providers to process transactions securely
- IT and website service providers who support our operations
- Legal or regulatory authorities if required by law

All third parties are required to handle your data securely and in compliance with data protection laws.

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## 7. Data retention

We only keep your personal data for as long as necessary to:

- Fulfil the purposes for which it was collected
- Meet legal, accounting, or reporting requirements

Typically, order and transaction data is retained for up to 6 years for tax and accounting purposes.

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## 8. Cookies

Our website may use cookies to:

- Improve website functionality
- Remember your preferences
- Analyse website traffic and usage

You can control or disable cookies through your browser settings. Some features of the website may not function properly if cookies are disabled.

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## 9. Your data protection rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Object to or restrict certain processing
- Request data portability
- Withdraw consent (where processing is based on consent)

To exercise any of these rights, please contact us using the details above.

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## 10. Data security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, misuse, or alteration.

However, no system can be completely secure, and we cannot guarantee absolute security of your data transmitted online.

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## 11. Third-party links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

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## **12. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

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## **13. Contact us**

If you have any questions about this Privacy Policy or how we handle your data, please contact:

E P Hospitality Limited T/A Sher-E-Punjab  
Trinity Road, Llanelli, SA15 2AB  
Email: sherepunjab9298@gmail.com  
Tel: 01554 777727

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**This Privacy Policy is designed to comply with UK GDPR and the Data Protection Act 2018.**