

Website Privacy Notice

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1. Controller and scope

This website is operated by ECOMM MERCHANT SOLUTIONS LIMITED, registered in England and Wales under company number 08876038, with registered office at 86-90 Paul Street, London, EC2A 4NF, United Kingdom. The company is the controller for personal data processed for the purposes described in this notice. References to we, us or our mean that legal entity. Privacy questions and rights requests can be sent to support@ecommm365.eu or to the registered office, marked for the data protection function.

2. What this notice covers

This notice covers browsing the public ecomm365.eu website, opening its public documents and corresponding with us about the website or a potential business relationship. It does not replace notices given for Merchant Portal accounts, merchant onboarding, identity checks, payment processing, employment or a separate customer relationship. The public landing page has no account registration, payment-entry or document-upload form. Its contact form lets you send a general enquiry with a reply email address, a message and an optional name. You can also email support@ecomm365.eu. The form does not log you in or verify your identity.

3. Data and purposes

Website delivery and security: network and request information, such as IP address, requested resource, time, browser/device information, referring page when supplied, and security-related request data, is processed to deliver content, protect systems and investigate faults or abuse. Our legitimate interests are operating a reliable website and protecting it and its visitors.

Enquiries: when you submit the contact form or choose to email us, we receive your address, message and any name, company, role or other details you provide. We use them to respond and manage general enquiries. Our first-line support team receives website enquiries and routes them to the appropriate team when needed. Our legitimate interest is communicating with business contacts. Where you personally seek a contract with us, necessary pre-contractual steps may instead rely on that basis.

Rights requests and legal matters: we use relevant correspondence and proportionate verification information to meet data-protection duties, respond to legal obligations and establish or defend legal claims. The applicable basis is the relevant legal obligation or our legitimate interest in resolving and defending claims. We do not treat a visit or the OK button as marketing consent.

4. Sources and choices

Technical information comes from your browser and the systems delivering and protecting the website. Enquiry information comes from you, or from a colleague who includes you in business correspondence. You do not have to send an enquiry to browse public pages. If you contact us, enough information to respond is needed. Please do not send payment-card numbers, security codes, passwords, identity documents or other sensitive records through the website form or general email contact.

5. Cookies, tracking and automated decisions

The public landing page does not use analytics or advertising cookies, tracking pixels or behavioural profiling. The informational OK button saves a local acknowledgement in your browser so that the notice stays dismissed when you reload or revisit this website. This marker is not sent to us, contains no identifier or personal details, and is not marketing consent. It has no automatic expiry; you can remove it by clearing this website's browser data. If storage is blocked, OK closes the notice for the current page only. It does not enable tracking or store a consent choice. See the Cookie Notice for details. Website delivery and security still involve processing network requests. We do not use public website visits or enquiries to make solely automated decisions producing legal or similarly significant effects about you. Separate onboarding or payment processes are outside this notice's scope.

When you open the contact form, it loads Cloudflare Turnstile to check for automated submissions. Cloudflare processes technical browser and network signals, including your IP address and browser information, to provide this security check and improve its bot detection. We use the check to protect the form against spam and abuse. Our form does not send your

name, email or enquiry text to the Turnstile verification endpoint. You can email us instead. Cloudflare explains its processing and its separate role in improving Turnstile in its Turnstile Privacy Addendum: [Cloudflare Turnstile Privacy Addendum](#).

6. Who receives information

Access is limited to personnel who need information for the purposes described here and service providers supporting website hosting, content delivery, security, IT and email communications. The website uses Amazon Web Services for hosting and Cloudflare for delivery, protection and the Turnstile anti-spam check. Form enquiries, including the reply email, message and optional name, are sent to Pylon, our support platform, for handling by our support team. Pylon is not loaded as a chat widget in your browser. Email and collaboration providers may handle messages you choose to send. Information may also be shared with professional advisers or competent authorities where necessary for a legal duty, investigation or legal claim. We do not sell website enquiry data or share it for third-party advertising.

7. International processing

Website hosting is in Ireland. Website form enquiries are processed in our Pylon support workspace configured in the United States. Delivery, security, email and support providers may process information in other countries. Where a transfer from the UK requires a transfer mechanism, we use an applicable adequacy regulation or appropriate safeguards, such as approved contractual clauses with the required UK provisions, and any necessary additional measures. You can contact us to request information about the countries and safeguards applicable to your data and how to obtain a copy. Additional requirements are applied where other data-protection law, including EU GDPR, applies to the processing.

8. How long information is kept

Retention depends on the purpose and the information involved. Routine technical information is kept for the period needed to operate and secure the website, investigate incidents and meet applicable obligations. Enquiries are kept while being handled and for a proportionate period afterwards to manage follow-up, avoid losing relevant correspondence and resolve disputes. Rights-request and legal records are kept for the period needed to demonstrate compliance or address the matter. The criteria include the nature of the enquiry, whether a business relationship results, security relevance, legal obligations and applicable limitation periods. Unnecessary information is deleted or anonymised. If an enquiry becomes a customer relationship, the applicable customer notice explains retention for that separate processing.

9. Your rights

Depending on the processing and applicable law, you may request access to your data, correction, erasure, restriction or portability. You may withdraw consent at any time where a particular activity relies on consent, without affecting earlier lawful processing. We may need proportionate information to verify your identity and will explain any lawful limit on a request. We respond within the applicable statutory time limits.

YOUR RIGHT TO OBJECT: you can object to processing based on legitimate interests for reasons relating to your situation. We will assess your objection under applicable law. You can object to direct marketing at any time. Contact support@ecomm365.eu to exercise these rights.

10. Complaints and updates

You can complain to the UK Information Commissioner's Office at ico.org.uk/make-a-complaint/. You do not have to contact us first. Where EU GDPR applies, you may also complain to the competent supervisory authority, including in the place of your habitual residence, work or the alleged infringement. We update this notice when the relevant processing changes and identify the version and date. Version 1.2, dated 9 October 2026, names the website as ecomm365.eu, changes the contact address to support@ecomm365.eu and updates how section 1 describes who operates the website; the processing this notice describes is unchanged. A new notice is not a substitute for obtaining consent where consent is required.