

Epic E-Shop Privacy Policy

This privacy policy ("**Policy**") explains the information that is collected by **Epic Communications Limited** ("Epic," "we," "us," or "our") when you use our website and purchase products and services through our E-Shop.

Our website may contain links to third-party websites. This Policy applies only to Epic's website and E-Shop. If you access third-party websites via links on our site, you should review their respective privacy policies.

We take your privacy very seriously and ask that you read this Policy carefully, as it contains important information about how we will use your personal data.

Changes to the Epic E-Shop Privacy Policy

This Privacy Policy gets updated from time to time; whenever we make a change, we'll update the content and we'll communicate any material changes.

Section	Changes
n/a	n/a

How to use this Privacy Policy

In this policy, we explain how we collect, use, share and protect your personal information when you use our products, services and our website or app.

Who we are

We are Epic Communications Limited. In this Policy:

- "we/us/our or Epic" means Epic Communications Limited;
- "third party" means someone who is not you or us; and

Our registered office is Level 6, SkyParks Business Centre, Luqa, LQA4000. We are registered in Malta under company registration number C10865.

Our main contact number is +35699999247 or you can email us at 247@epic.com.mt.

For privacy-related inquiries, you may contact our Data Protection Officer (DPO): Data Protection Officer

Epic Communications Limited

SkyParks Business Centre

Malta International Airport

Luqa

LQA 4000, Malta

Email: privacy@epic.com.mt

Personal information we collect about you

Information we collect about you

We collect and process the following types of personal data when you use our E-Shop:

- Contact details: Name, ID card/passport number, address, phone number, and email.
- Payment details: Credit/debit card information and banking details.
- Purchase history: The products and services you have purchased.
- Customer interactions: Communications with us via phone, email, or chat.
- Browsing information: IP address, device information, and website usage data.

When we collect your personal data

We can collect your personal data when you:

- Visit or browse our website and E-Shop;
- Purchase products or services from us;
- Register your interest in future products and services; or
- Contact us for support, complaints or inquiries.

Third party sources of data

Where necessary, we collect information from certain organisations. These include fraud-prevention agencies, business directories and credit reference agencies.

Epic will process your personal data based on:

1. **The performance of your contract or to enter into the contract** and to take action on your requests. For example, we'll need to process your payment details and billing address to be able to fulfil your purchase and send you your hardware.
2. **Epic's legitimate business interests**, for example, fraud prevention, maintaining the security of our network and services, direct marketing, and improvement of our services. Whenever we rely on this lawful basis to process your data, we assess our business interests to make sure they do not override your rights. Additionally, in some cases you have the right to object to this processing. For more information, visit the Your Rights section of this policy.
3. **Compliance with a mandatory legal obligation**, including for example accounting and tax requirements, which are subject to strict internal policies (such as retention periods), procedures, and your right to restrict usage of your data, which control the scope of legal assistance to be provided; or
4. **Consent you provide** where Epic does not rely on another legal basis. Consent is always presented to you separately and you can withdraw your consent at any time.

How we use your personal information

1. To provide you with your service

We use your information for service provision and to fulfil any purchases you have made:

- To process the products and services you've bought from us, and keep you updated with the progress of your order;
- To bill you for using our products and services, or to take the appropriate amount of credit from you;
- Contact you if the billing information you provided us with is about to expire or we're not able to take payment;
- To respond to any questions or concerns you may have about our network, products or services; and
- We will contact you with customer service messages to keep you updated with current information about products and services you've purchased. For example, changes to our terms and conditions, or letting you know about the status of your order.

How we share your personal information

Where applicable, we share information about you with:

- Partners, suppliers or agents involved in delivering the products and services you've ordered or used;
- Companies who are engaged to perform services for, or on behalf of, Epic Communications Limited;
- Credit reference, fraud-prevention or business-scoring agencies, or other credit scoring agencies;
- Debt collection agencies or other debt-recovery organisations;
- Law enforcement agencies, government bodies, regulatory organisations, courts or other public authorities if we have to, or are authorised to by law; or
- A third party or body where such disclosure is required to satisfy any applicable law, or other legal or regulatory requirement.

We may also share aggregate performance information with third party partners to understand how products and offerings are performing commercially. For example, if we know that certain products are selling well, we can focus on delivering more of the same. This information does not identify you personally.

International data transfers

We may need to transfer your information to other service providers in countries outside the European Economic Area (EEA). The EEA consists of countries in the European Union, Switzerland, Iceland, Liechtenstein and Norway: they are considered to have equivalent laws when it comes to data protection and privacy. This kind of data transfer may happen if our servers (i.e. where we store data) or our suppliers and service providers are based outside the EEA, or if you use our services and products while visiting countries outside this area.

If Epic sends your information to a country that is not in the EEA, we will make sure that your information is properly protected. We will always ensure that there is a proper legal agreement that covers the data transfer. In addition, if the country is not considered to have laws that are equivalent to EU data protection standards, then we will ask the third party to enter into a legal agreement that reflects those standards.

How long we keep your personal information for

We'll store and process your information for as long as we have to by law or as long as we need to be able to deliver you the products and/or services you have requested. We'll keep some personal information for a reasonable period after your contract with us has finished in case you decide to use our services again. We, or one of our partners, may contact you about Epic services during this time if you haven't opted out of receiving marketing communications from us. Once these bases have expired, we'll delete that information.

Keeping your personal information secure

We have specialised security teams who constantly review and improve our measures to protect your personal information from unauthorised access, accidental loss, disclosure or destruction.

Communications over the internet (such as emails) aren't secure unless they've been encrypted. Your communications may go through a number of countries before being delivered, as this is the nature of the internet.

We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

We'll never ask for your secure personal or account information by an unsolicited means of communication. You're responsible for keeping your personal and account information secure and not sharing it with others.

We cannot be responsible for the security and content of such third-party websites. You need to make sure you read that such third party's privacy and cookies policies before using or putting your personal information on their site.

The same applies to any third-party websites or content you connect to using our products and services.

You may choose to disclose your information in certain ways such as social plug-ins (including those offered by Google, Facebook, Twitter and Pinterest) or using third-party services that allow you to post reviews or other information publicly, and a third party could use that information. Social plug-ins and social applications are operated by the social network themselves and are subject to their own terms of use and privacy and cookies policies. You should make sure you're familiar with these.

Your rights

You have the right to:

- Access, correct, or delete your personal data.
- Restrict or object to data processing.
- Withdraw consent for marketing.
- Lodge a complaint with a data protection authority.

Refer to “**Your Rights**” section in our [Privacy Policy \(https://www.epic.com.mt/privacypolicy/\)](https://www.epic.com.mt/privacypolicy/)

Our cookie policy

A cookie is a small text file which is placed onto your mobile (or other electronic device) when you access our website. More information also available on our [Cookie Policy \(https://www.epic.com.mt/privacypolicy-our-cookie-policy/\)](https://www.epic.com.mt/privacypolicy-our-cookie-policy/)