ESPRESSO SOLUTIONS

PRIVACY POLICY

This privacy policy sets out how Espresso Solutions Limited uses and protects your personal data. This privacy policy is provided in a layered format so you can click through to the specific areas set out below. Alternatively, you can download a copy of the policy here: https://espresso-solutions.co.uk/content/privacy-policy-nov-2026.pdf.

1. IMPORTANT INFORMATION AND WHO WE ARE *(paragraph 1)*
2. TYPES OF PERSONAL DATA WE COLLECT ABOUT YOU *(paragraph 2)*
3. HOW IS YOUR PERSONAL DATA COLLECTED? *(paragraph 3)*
4. HOW WE USE YOUR PERSONAL DATA *(paragraph 4)*
5. DISCLOSURES OF YOUR PERSONAL DATA *(paragraph 5)*
6. INTERNATIONAL TRANSFERS *(paragraph 6)*
7. DATA SECURITY *(paragraph 7)*
8. DATA RETENTION *(paragraph 8)*
9. YOUR LEGAL RIGHTS *(paragraph 9)*
10. CONTACT DETAILS *(paragraph 10)*
11. COMPLAINTS *(paragraph 11)*
12. CHANGES TO THE PRIVACY POLICY AND YOUR DUTY TO INFORM US OF CHANGES *(paragraph 12)*
13. THIRD PARTY LINKS *(paragraph 13)*

1. IMPORTANT INFORMATION AND WHO WE ARE

Privacy policy

Espresso Solutions Limited is a UK-based B2B and B2C supplier and technical support hub for the specialty coffee industry. We primarily serve coffee roasters, cafes, and independent baristas by distributing professional-grade coffee machines, replacement parts, barista tools, and water treatment systems. This privacy policy gives you information about how we collect and use your personal data through your use of this website, including any data you may provide when you register with us, purchase a product or service, request technical support, apply for a trade account, or book training or equipment demonstrations.

This website is not intended for children, and we do not knowingly collect data relating to children.

Controller

Espresso Solutions Limited is the controller and responsible for your personal data (collectively referred to as "Espresso Solutions", "we", "us" or "our" in this privacy policy). Our company registration number is 7934595, our VAT number is 130 5026 67 and our registered off address is 3A Gatwick Gate Industrial Estate, Charlwood Road, Lowfield Heath, West Sussex, RH11 0TG.

We have appointed a Data Privacy Manager who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights (paragraph 9), please contact the Data Privacy Manager using the information set out in the contact details section (paragraph 10).

ESPRESSO SOLUTIONS

2. THE TYPES OF PERSONAL DATA WE COLLECT ABOUT YOU

Personal data means any information about an individual from which that person can be identified.
We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, last name, username or similar identifier, title, and (for trade account customers) business name and job title.
- **Contact Data** includes billing address, delivery address, email address, telephone numbers and (for trade account customers) business address and business contact details.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you, order history, and other details of products and services you have purchased from us, such as coffee machines, replacement parts, barista tools, water treatment systems, training sessions and technical support services.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, product preferences (such as preferred coffee machine brands or equipment types), trade account details, feedback, survey responses and any equipment or warranty registrations.
- **Usage Data** includes information about how you interact with and use our website, products and services, including which product categories you browse, items added to your basket, and technical support or training enquiries.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us (such as information about new products, special offers, training opportunities and industry news) and your communication preferences.

We also collect, use and share a**ggregated data** such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' Usage Data to calculate the percentage of users accessing a specific website feature in order to analyse general trends in how users are interacting with our website to help improve the website and our service offering.

3. HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect data from and about you including through:

- **Your interactions with us.** You may give us your personal data by filling in online forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
    - apply for our products or services, including trade account applications;
    - create an account on our website;

- subscribe to our service or publications, or register a product warranty;
- request marketing to be sent to you;
- enter a competition, promotion or survey;
- give us feedback or contact us;
- request technical support or assistance with coffee machine maintenance, repairs or troubleshooting;
- book training sessions, equipment demonstrations or installation services; or
- order spare parts, barista tools or water treatment systems.

- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our cookie policy here for further details.
- **Third parties or publicly available sources.** We will receive personal data about you from various third parties and public sources as set out below:
- Technical Data is collected from the following parties:
  - analytics providers such as Google based outside the UK;
  - advertising networks such as Google and Meta based outside the UK; and
- Contact, Financial and Transaction Data is collected from providers of payment and delivery services.
- Identity and Contact Data may be collected from publicly available sources such as Companies House (for trade account customers).
- Identity and Contact Data may be collected in-person from physical events that we may attend.

4. HOW WE USE YOUR PERSONAL DATA

Legal basis

The law requires us to have a legal basis for collecting and using your personal data. We rely on one or more of the following legal bases:

- **Performance of a contract with you:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legitimate interests:** We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most

ESPRESSO SOLUTIONS

secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

- **Legal obligation:** We may use your personal data where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.

- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to an email newsletter.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use the various categories of your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Purpose/Use	Type of data	Legal basis
To register you as a new customer or trade account holder	(a) Identity (b) Contact	Performance of a contract with you (we need your details to set up and manage your account)
To process and deliver your order for coffee machines, spare parts, barista tools, water treatment systems or other products, including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (we need your details to fulfil your order and arrange delivery) (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you, which will include: (a) Notifying you about changes to our terms or privacy policy (b) Dealing with your requests, complaints, queries and technical support enquiries	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and manage our relationship with you)
To enable you to participate in a prize draw, competition or complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our coffee machines and other products, to develop our range and grow our business)

ESPRESSO SOLUTIONS

To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and online advertisements to you (such as information about coffee machines, barista tools and special offers) and measure the effectiveness of our advertising	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products, to develop our range, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, product range, customer relationships and experiences, and to measure the effectiveness of our communications and marketing	(a) Technical (b) Usage	Necessary for our legitimate interests (to understand what types of customers buy our coffee machines and equipment, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To send you relevant marketing communications and make personalised suggestions and recommendations about coffee machines, spare parts, barista tools, water treatment systems, training opportunities and other products or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Marketing and Communications	Necessary for our legitimate interests (to carry out direct marketing, develop our product range and grow our business) or Consent, having obtained your prior consent to receiving direct marketing communications
To carry out market research through your voluntary participation in surveys (for example, to understand your experience with our coffee machines or technical support services)	(a) Identity	Necessary for our legitimate interests (to study how customers use our coffee machines and other products, and to help us improve and develop our product range and services)
To provide technical support and after-sales service, including assisting with coffee machine maintenance, repairs and troubleshooting	(a) Identity (b) Contact (c) Transaction (d) Technical	(a) Performance of a contract with you (we need your details to provide the support you have requested) (b) Necessary for our legitimate interests (to maintain customer relationships and improve our products and services)

To process and manage warranty registrations and claims for coffee machines and other equipment	(a) Identity (b) Contact (c) Transaction (d) Profile	Performance of a contract with you (we need your details to administer your warranty and process any claims)
To arrange and deliver training sessions, equipment demonstrations or installation services	(a) Identity (b) Contact (c) Financial (d) Transaction	Performance of a contract with you (we need your details to book and deliver the service you have requested)
To set up and manage trade accounts, including conducting credit checks and setting credit limits	(a) Identity (b) Contact (c) Financial (d) Transaction	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to assess creditworthiness and manage credit risk)

Direct marketing

You will receive marketing communications from us if you have requested information from us or purchased coffee machines, spare parts, barista tools, water treatment systems or other products from us, and you have not opted out of receiving marketing. Our marketing communications may include information about new products, special offers, training opportunities, industry news and other content that may be of interest to you.

We may also analyse your Identity, Contact, Technical, Usage and Profile Data to form a view of which coffee machines, equipment, spare parts, training services and other products or offers may be of interest to you, so that we can send you relevant marketing communications.

Third-party marketing

We will get your express consent before we share your personal data with any third party for their own direct marketing purposes.

Opting out of marketing

You can ask us to stop sending you marketing communications at any time by following the opt-out links within any marketing communication sent to you or by contacting us.

If you opt out of receiving marketing communications, you will still receive service-related communications that are essential for administrative or customer service purposes, for example relating to order confirmations, delivery updates, warranty information, technical support responses, training booking confirmations, updates to our Terms and Conditions, or to check that your contact details are correct.

Cookies

For more information about the cookies we use and how to change your cookie preferences, please see our cookie policy here: https://espresso-solutions.co.uk/cookies-policy/

5. DISCLOSURES OF YOUR PERSONAL DATA

ESPRESSO SOLUTIONS

We may share your personal data where necessary with the parties set out below for the purposes set out in the table above.

- **Courier Partners** includes DPD, DHL Express, InPost, Royal Mail and The Pallet Network, who deliver our products on our behalf. Our courier partners will only receive the minimum amount of personal data needed to fulfil delivery of your order. For further information regarding their privacy practices, please visit their respective websites.

- **Supplier Partners** includes trusted suppliers who may fulfil orders directly to you. We will only share your personal data with our suppliers for urgent, direct delivery orders where necessary.

- **Marketing Service Providers** includes Nizatto Digital, who helps us manage our communications regarding product updates and marketing. Our marketing communications are sent through Klaviyo, which is a GDPR-compliant platform.

- **Payment Processors** includes PayPal and Stripe, trusted third-party payment processors who securely process and manage payments on our behalf.

- **Credit Reference Agencies** includes CoCredo, who we use when you apply for a trade credit account with us. We will conduct searches based on the information you provide in your application to assess creditworthiness and manage the level of credit offered. CoCredo will provide us with information about your company such as financial history, director addresses and a guided credit limit. For further information on their privacy practices, please visit their website.

- **Business Transfers** includes third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

Some of our third-party service providers are based outside the UK. For example, Google (who provides our analytics services) is based in the United States, and PayPal (who processes payments) may transfer data internationally. Whenever we transfer your personal data out of the UK to countries which have laws that do not provide the same level of data protection as UK law, we ensure that a similar degree of protection is afforded to it by implementing the following safeguards.

Whenever we transfer your personal data out of the UK to service providers, we ensure a similar degree of protection is afforded to it by ensuring that the following safeguards are in place:

- We will only transfer your personal data to countries that have been deemed by the UK to provide an adequate level of protection for personal data.

- We may use specific standard contractual terms approved for use in the UK which give the transferred personal data the same protection as it has in the UK, namely the International Data Transfer Agreement.

To obtain a copy of these contractual safeguards, please contact us using the details in paragraph 10.

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. DATA RETENTION

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see paragraph 9 below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

You have a number of rights under data protection laws in relation to your personal data.

You have the right to:

- Request access to your personal data (commonly known as a "subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

- Request erasure of your personal data in certain circumstances. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your data (including carrying out profiling based on our legitimate interests). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.

- You also have the absolute right to object any time to the processing of your personal data for direct marketing purposes (see 'Opting out of Marketing' in paragraph 4 for details of how to object to receiving direct marketing communications).

- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

- Withdraw consent at any time where we are relying on consent to process your personal data (see the table in section 4 for details of when we rely on your consent as the legal basis for using your data). However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in one of the following scenarios:

    - If you want us to establish the data's accuracy;

    - Where our use of the data is unlawful but you do not want us to erase it;

    - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or

    - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please contact us.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. CONTACT DETAILS

If you have any questions about this privacy policy or about the use of your personal data or you want to exercise your privacy rights, please contact our Data Privacy Manager in the following ways:

- Email address: data-privacy-manager@espresso-solutions.co.uk
- Postal address: 3A Gatwick Gate Industrial Estate, Charlwood Road, Lowfield Heath, West Sussex, RH11 0TG

11. COMPLAINTS

You have the right to make a complaint to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (*www.ico.org.uk*). However, before doing so please make sure you have first made your complaint to us or asked us for clarification if there is something you do not understand. The ICO will expect you to have done this before reviewing your complaint. You can find our complaints form here; https://espresso-solutions.co.uk/complaints/.

12. CHANGES TO THE PRIVACY POLICY AND YOUR DUTY TO INFORM US OF CHANGES

We keep our privacy policy under regular review. This version was last updated on 03rd November 2026. Historic versions can be obtained by contacting us.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

13. THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications, such as coffee machine manufacturer websites, courier tracking portals, payment provider websites and social media platforms. Clicking on those links or enabling those connections may allow third parties to collect or share data about

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SOLUTIONS

you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

ESPRESSO SOLUTIONS LIMITED
NOVEMBER 2026