

Privacy / Data Protection Policy (FOA Limited)

This policy together with our terms and conditions sets out how we trade and details on how we hold information as necessary for the sole use of providing a professional reliable service to the Customer.

What information is collected by us:

We may collect, store and use the following information and personal data;

- A) Website information and the use of cookies in order to efficiently process and improve the web site services offered to Customers.
- B) Transactional information, website or sales office derived enquiry & purchase information including enquiry, account set up, sample request, live show, web site traffic etc.
- C) Google Analytics – The use of this service is for the sole reason of website improvement and development which uses cookies for standard internet log information for use only by FOA Limited in its Customer website experience improvement activities.
- D) IP Addresses in order to identify country of enquiry origin for export and website transactional reasons but does not identify individuals.
- E) Internal stored information regarding business transactions in order to meet legal and Customer information requests for a set period as laid out in our general trading terms and conditions.
- F) Contact and address information is used for day to day transactional business and to notify customers of updated service information including order related communications, new products or services, delivery and courier updates and accounting.

Customer specific information is used internally only and is not sold or passed on to third parties. Any Customer instructed or permissioned information in relation to a business transaction is restricted to Sub Contractors, manufactures and suppliers to complete agreed work and does not include any personal information without Customer written consent at which point an NDA is recorded and held electronically for the time specified on the agreement.

Personal Data:

No personal data other than that you ‘the customer’ communicate to us in order to carry out standard business transactions are retained, but Customer related electronic transactions including payment transactions which are processed through an SSL encrypted banking system. We annually check compliance with PCI DSS (payment card industry data security standard). We never request password information.

Your rights:

You may request at any time what information we hold about you or your Company and may request it be removed from our system (subject to any live business or legal reasons as set out in our general trading terms and conditions)

A marketing opt out is available by emailing sales@foa-ltd.co.uk requesting no direct marketing of new product or services via email, mail or post unless subsequently advised by you, at which point a written permission will be sort and held on our system.

Policy Amendments:

This privacy policy may be updated as applicable and re-posted under ‘Privacy Policy’ on our website and should be reviewed by Customers periodically.

Any major policy changes may be advised by email. Please direct any questions relating to this policy by email or post to;

FOA Limited
21 Six Hills Road
Walton on the Wolds
Loughborough
Leicestershire
LE12 8JF

sales@foa-ltd.co.uk