

Privacy Policy

Privacy Policy Last updated: March 2026

FST Systems Limited ("we", "us", "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information when you visit our website <https://fstsystems.co.uk> (the "Website") or interact with us, including via our online contact or quote forms.

We are the data controller for the personal data we process. Our registered office is at **Unit B3, Deeside Industrial Park, Deeside, CH5 2JZ, United Kingdom**. Company number: 13540704.

1. Information We Collect

We collect the following types of information:

Information you provide voluntarily When you submit an enquiry via our contact form, "Get a Quote" form, or email us, we may collect:

- Your full name
- Email address
- Postal address (including business or property address)
- Telephone number (if provided)
- Any other information you choose to provide in your message, such as details about your premises, fire risk assessments, security needs, building drawings, or other relevant information for fire safety or security services.

Information collected automatically When you visit our Website, we automatically collect:

- Your IP address
- Browser type and version
- Operating system
- Device information

- Pages visited, time and date of visit, time spent on pages, and referral sources (via server logs and cookies or similar technologies).

We do not collect special category data (e.g., health, racial/ethnic origin) or data about children, as our services are aimed at commercial/business clients.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To respond to your enquiries, provide quotations, discuss services (e.g., fire alarms, extinguishers, risk assessments, CCTV, intruder alarms), and communicate about potential projects.
- To operate, maintain, and improve our Website.
- To comply with legal obligations (e.g., record-keeping for regulatory compliance in fire and security sectors).
- For our legitimate business interests, such as understanding Website usage to improve content and services.

The legal bases for processing under UK GDPR are:

- **Contract** (or steps prior to contract) — for handling enquiries and quotations.
- **Legitimate interests** — for Website analytics, security, and responding to general contacts (we consider this balanced against your rights).
- **Legal obligation** — where required by law.

3. Cookies and Similar Technologies

We use cookies and similar tracking technologies on our Website to enhance functionality and analyse usage.

- **Essential cookies** — necessary for the Website to function (e.g., remembering form inputs).
- **Analytics/performance cookies** — to understand how visitors use the site (e.g., via tools like Google Analytics, if in use).

We do not currently use advertising cookies. You can manage cookies via your browser settings or our cookie banner (if implemented). For more details, see our [Cookie Policy] (link to separate page if you create one).

4. Sharing Your Information

We do not currently share your personal information with third parties, except:

- With our professional advisors (e.g., accountants, lawyers) where necessary for business purposes.
- If required by law, court order, or regulatory authority (e.g., fire safety regulators).
- In the event of a business sale, merger, or reorganisation (your data would transfer under equivalent protections).

We may share data with third parties in the future (e.g., email service providers if we start newsletters, or cloud storage for secure file handling). We will update this policy and seek consent where required.

We do not sell personal data.

5. Data Storage and International Transfers

Your data is stored primarily in the United Kingdom or within the European Economic Area (EEA). If any tools involve transfers outside the UK/EEA (e.g., certain US-based analytics), we ensure appropriate safeguards (e.g., UK International Data Transfer Agreement or adequacy decisions).

6. Data Retention

We keep personal data only for as long as necessary:

- Enquiry/quote data — typically retained for up to 6 years (for potential contracts, tax, and liability purposes).
- Automatically collected data (logs) — usually retained for 12–24 months.

We securely delete or anonymise data when no longer needed.

7. Data Security

We take reasonable technical and organisational measures to protect your data from unauthorised access, loss, or misuse (e.g., secure servers, access controls). However, no transmission over the internet is 100% secure.

8. Your Rights

Under UK GDPR, you have rights regarding your personal data, including:

- Access to your data
- Correction of inaccurate data
- Erasure ("right to be forgotten") in certain circumstances
- Restriction of processing
- Objection to processing (e.g., for legitimate interests)
- Data portability

To exercise these rights, contact us (details below). We usually respond within one month. You can also complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

9. Marketing

We do not currently send marketing emails or newsletters. If we start in the future, we will only do so with your consent (opt-in) and provide easy unsubscribe options.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted here with an updated "Last updated" date. We encourage you to review it periodically.

11. Contact Us

If you have questions about this Privacy Policy or our data practices, contact:

FST Systems Limited Unit B3, Deeside Industrial Park, Deeside, CH5 2JZ United Kingdom

Email: operations@fstsystems.co.uk Telephone: 0333 444 0032

Thank you for visiting our Website.

0333 444 0032

operations@fstsystems.co.uk

www.fstsystems.co.uk



FST

Fire Compliance & Security