

FFL Privacy Policy

Contact details

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Why a privacy policy?

This policy describes how FFL globally collects, stores and uses information about individual persons who visit our website or submit information by other means. This information is referred to as personal data (information that can identify you). Confidentiality is important and FFL follows the GDPR (General Data Protection Regulation) as per EU law. FFL respects international country privacy laws.

Data protection and confidentiality is important to FFL and taken very seriously by all stakeholders.

Policy Scope

This policy will disclose how personal data and information is processed and controlled, and the legal implications concerned with collection and control of this data. It will explain security, limitations and accessibility to your data. This policy provides a secure level of protection for the personal information that is used, collected and transferred to approved external parties.

From time to time FFL may put useful links on the website to inform customers of new information. FFL will endeavour to check these websites for security but cannot be held responsible for the link or contents of non FFL websites.

Consent

By using and submitting to FFL any data via our website or any other tools, you have consented to the collection and use of personal data as set forth in this privacy policy. Any personal information that you have provided to FFL is considered to be given voluntarily. If you choose not to provide certain information, then services maybe not be able to be completed if this information proves essential to conduct the business of FFL. This privacy policy can be updated at any time without prior notification. When using this policy you will be informed about the use of cookies for analysis purposes. This privacy document is available on our home page.

What is being collected and how is it being used?

Data is collected for the purpose of conducting day to day business such as bookings, enquires, quotes, invoicing, email correspondence etc. Personal data that may be collected are: names, phone numbers, emails and company data. This data can be used and stored as needed to facilitate business and to the extent it is legally required. The legal basis for the processing of the data, as per consent given (art.6(1) lit. a) and for the fulfilment of services (art.6(1) lit. b) as per GDPR.

FFL has no interest in collecting sensitive data and will only collect data for the purpose as outlined in this privacy policy.

Who sees your data?

We use your data in order to perform services that you have requested and protect this data and your rights based on applicable law. This data can be used internally by FFL employees who have signed a confidentiality agreement pertaining to the use of personal data. This data may be passed onto third parties but only to the extent needed to perform services with authorities, suppliers, customers and other parties acting for and on behalf of FFL. They are under obligation to ensure all data is secure and handled as per this privacy agreement. Disclosure may be used to assist in legal and criminal investigations or court proceedings.

How long do we store data?

All data including personal data is kept for 5 years maximum as required by operating audit statutory requirements and 7 years for financial data. Data will only be kept longer if required for any ongoing legal claim or court cases. Contact information is stored for as long as your profile is active for future business. If you have a customer logon through our portal on the website then any information can be changed by you. All personal data can be deleted or changed as requested at any time.

Data Protection

All data collected and stored for use is on secure servers, which encrypts all information. Access to servers is strictly limited for FFL purposes only on all servers with password access. FFL is not responsible if data is intercepted or hacked on its way to FFL via the internet through unauthorised 3rd parties.

We will not sell, share or otherwise distribute your data to any third parties except as provided in this policy.

Rights of Data Subjects

Under the definition of the GDPR you are a data subject if your personal data is being processed and have the following rights:

- **Right to be informed:** organisations must tell individuals what data is being collected, how it's being used, how long it will be kept and whether it will be shared with any third parties.
- **Right of access:** individuals have the right to request a copy of the information that an organisation holds on them.
- **Right of rectification:** individuals have the right to correct data that is inaccurate or incomplete.
- **Right to be forgotten:** in certain circumstances, individuals can ask for the data an organisation holds on them to be erased from their records.
- **Right of portability:** individuals can request that organisation transfer any data that it holds on them to another company.
- **Right to restrict processing:** individuals can request that an organisation limits the way it uses personal data.
- **Right to object:** individuals have the right to challenge certain types of processing, such as direct marketing.
- **Right related to automated decision making including profiling:** individuals are free to request a review of automated processing if they believe the rules aren't being followed.

Cookie Policy

What is a Cookie?

Websites use cookies which are text files that are stored on your device.

Why use Cookies?

Cookies make it quicker to access a website that is used frequently. When you access our website it will save the cookies to make it an easier and a more user friendly experience.

What are the different types of Cookies?

The type of cookies that are used:

Necessary Cookies

These are cookies that are necessary to operate our website and this data is only temporary stored for the session in order to ensure that all pages of the website can be accessed. These hold no personal data.

Performance Cookies

These are cookies that improve the performance of loading speed and picture uploading. These hold no personal data

Functional Cookies

These cookies are used to cache entered data onto our website and ensure that these features are functioning i.e. sending a query. These can hold personal data.

Advertising Cookies

FFL does not use these cookies at this time.

Third Party Cookies

These cookies are set by the links we have on our website so that when you click on a link or access our customer portal that the 3rd party cookies will load as described above in order to access and assist functionality of these links. FFL is not responsible for these links. These can hold personal data.

Who is collecting this data ?

Only FFL holds this data and the policy of this can be read in the privacy policy.

Can I control my cookies?

Yes you can control cookies on your devices. You have the ability and option to set your device to: Refuse, Disable or manage cookies. However not accepting cookies may disrupt the functionality of the website.

What is google analytics?

We use Google Analytics as a tool to keep track of how many visitors we get on our website and what are the users activities are.

In using Google Analytics in the website we will not be enabling certain data sharing settings (towards Third Parties) and IP address's will be anonymised. This in effect means that no cookies will be saved on your device. No personal data will be kept by Google Analytics and you will not receive any popups.

Data Query/Breach

If at any time you have any query or feel there has been a breach as per this privacy policy then please contact FFL in the first instance as per contact details on page 1.