FONE TECHNOLOGIES

OFFICIAL DOCUMENT

Privacy Policy

How we collect, use and protect your personal information, the rights you have, and how to complain about the way we have handled it.

Version	Effective Date	Document Owner
v.1.1	14 September 2026	Lee New Co-Founder & Sales Director

About This Policy

SECTION 01 / ABOUT THIS POLICY

Who we are, what this policy covers, and the law we work to.

We take your privacy seriously. This policy explains what personal information we collect, why we hold it, what we do with it, and the rights you have.

It also explains how to complain to us about the way we have handled your personal information, and how to complain to the Information Commissioner's Office.

F One Technologies Ltd is the data controller for the personal information described here. We are registered in England and Wales under company number 08394387.
Our registered office is First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY.

We handle personal information under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025.

This policy applies to information we collect about:

Visitors to our website and our social media channels
People who contact us by phone, email, post, WhatsApp or our website contact form
Customers who use our communications and IT services
People who make a complaint or an enquiry
Job applicants, and current and former employees

If you want to complain about the way we have handled your personal information, email dataprotection@fonetech.uk. That mailbox goes straight to the people who deal with data protection complaints.

Questions about this policy?
Call us on 0330 221 1183, or use the details on the last page.

Our Website And Cookies

SECTION 02 / OUR WEBSITE AND COOKIES

What we collect when you visit www.fonetech.uk, what cookies do, and the tools other companies provide.

Visitors to our website

When someone visits www.fonetech.uk we use Google Analytics to collect standard internet log information and details of visitor behaviour patterns. This tells us which pages are visited most often and helps us improve the site. It does not identify anyone personally.
Where we collect personal information through a form, we make that clear at the point of collection and explain what we will use it for. Information sent through our contact forms is stored securely and is not shared with third parties.
We also use a reverse IP lookup tool that identifies business visitors to our website. It identifies organisations, not individuals. If a visiting business is not registered with the Telephone Preference Service (TPS) or the Corporate TPS (CTPS), we may contact them about the services they looked at.

Cookies

Like most websites, we use small text files called cookies to improve your browsing experience and measure how the site performs. They do not identify you personally. You can manage or delete cookies in your browser settings at any time.

What cookies do

Recognise your device, so you do not have to enter the same information twice
Measure how many people use the site and which pages are most popular
Keep the site fast and reliable

Tools from other companies

Our website may include tools from other companies, including Google Analytics, Facebook, Instagram, LinkedIn, TikTok and YouTube. If you are logged in to those platforms, they may set their own cookies. What they do with your information is covered by their privacy policies, not ours.

People Who Contact Us

SECTION 03 / PEOPLE WHO CONTACT US

How we handle what you send us, whichever way you get in touch.

By phone	We may collect caller ID information, and calls are recorded for training and monitoring. Recordings are kept for up to three years.
By email	Emails to and from us are encrypted in transit and scanned for security threats.
By WhatsApp	Messages you send us on WhatsApp are handled by our team in the same way as email. WhatsApp is provided by Meta, and what Meta does with your information is covered by its own privacy policy.
Through social media	Direct messages sent to us on social media stay within the platform and are read only by authorised staff.

What We Collect And Why

SECTION 04 / WHAT WE COLLECT AND WHY

What we collect and what we do with it. We rely on one or more of the lawful bases below.

What we collect	Depending on how you deal with us, this may include: Name and job title Company name Contact details, including address, email address and phone number The nature and content of your enquiry Records of calls, messages and support tickets Billing and payment records, where you are a customer
What we use it for	We use your information to: Reply to your enquiry Supply and support the products and services you have asked for Keep our records and meet our contractual, legal and regulatory obligations Improve our services and our communications
Who we share it with	We do not sell your information, and we do not share it with other organisations for their own marketing. We do share information with suppliers and partners where that is needed to deliver a service to you, such as a network operator connecting a line or a platform provider hosting your phone system. Where you ask us to arrange finance for equipment or services, we pass the information the finance provider needs to consider your application. We share only what is needed, and we expect the same standards of protection that we apply ourselves.
Why we are allowed to	Contract, where we need the information to supply or support a service you have ordered. Legal obligation, where the law requires us to keep records or to act in a particular way. Legitimate interests, for running and improving our business, including business-to-business marketing, keeping our records accurate, and protecting our systems. Consent, where we have asked for it. You can withdraw consent at any time.

Keeping Your Information Safe

SECTION 05 / KEEPING YOUR INFORMATION SAFE

How long we keep information, how we protect it, where it is held, and what we do if something goes wrong.

Telephone marketing to businesses	We sometimes use data from third-party providers who collect marketing consent at source. We do not call numbers registered with the TPS or CTPS. Calls are recorded for quality and training and kept for up to three years. If you ask us to delete a call recording, we will do so within 28 days.
People who make a complaint	We collect only the information we need to look into a complaint and put it right. Complaint files are stored securely and kept for three years after the complaint is closed.
Customers who use our services	We keep company and contact information so we can fulfil contracts and service agreements. Billing data is held securely and encrypted. After a contract ends we keep relevant records, such as invoices and call logs, for up to three years, unless the law requires us to keep them longer.
Job applicants and employees	We are the data controller for information provided during recruitment and employment. We use it only for employment and HR purposes and keep it securely in line with our retention policy. If your application is successful, records are kept for the length of your employment plus six years. If it is not successful, we keep your application for six months after the recruitment closes.
Keeping information secure	Our website and our systems use encryption to protect information in transit, and access to personal information is restricted to authorised staff.
Where we hold information	We store information on systems provided by our suppliers. Where personal information is transferred outside the UK, we make sure appropriate safeguards are in place, such as UK adequacy regulations or the International Data Transfer Agreement.
Personal data breaches	A personal data breach is personal information being lost, destroyed, altered, or seen or shared by someone who should not have it. We have procedures for identifying, investigating and responding to breaches. Where a breach is likely to put people's rights and freedoms at risk, we report it to the Information Commissioner's Office without undue delay, and within 72 hours of becoming aware of it wherever we can. Where the risk to you is high, we will tell you as well.

Your Rights

SECTION 06 / YOUR RIGHTS

Under the UK GDPR you have these rights. To use any of them, email dataprotection@fonetech.uk or write to us at the address at the end of this policy. We will respond within one month, and tell you if a complex request needs longer.

Right to be informed	To know how we use your personal information.
Right of access	To ask for a copy of the personal information we hold about you.
Right to rectification	To have inaccurate or incomplete information corrected.
Right to erasure	To ask us to delete your personal information, in certain circumstances.
Right to restrict processing	To ask us to limit how we use it, for example while we check it is accurate.
Right to data portability	To receive your personal information in a portable format.
Right to object	To object to us using it, including for direct marketing.

Two more rights	You also have the right not to be subject to a decision made solely by automated means, and the right to complain to us and to the Information Commissioner's Office.

Complaining To Us

SECTION 07 / COMPLAINING TO US

How to complain to us about the way we have handled your personal information, and what we will do.

01 Your Right To Complain To Us

If you think we have handled your personal information wrongly, you can complain to us. This is a right under section 164A of the Data Protection Act 2018, which was added by the Data (Use and Access) Act 2025 and came into force on 19 June 2026.

02 What A Data Protection Complaint Is

A data protection complaint is a complaint that we have broken data protection law in the way we have handled your personal information. That could be about how we collected it, stored it, used it or kept it secure, or about how we dealt with a request to use one of your rights.

03 How To Complain

By email: dataprotection@fonetech.uk
By phone: 0330 221 1183
In writing: F One Technologies Ltd, First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY
Please tell us what happened, when it happened, and what you would like us to put right. If you are complaining on someone else's behalf, we will need their written authority before we can discuss their information with you.

04 What Happens Next

We will acknowledge your complaint within three working days, and in any event within the 30 days the law allows.
We will look into it, and we will keep you updated on progress.
We will tell you the outcome without undue delay, explain what we found, and set out anything we are changing as a result.
We will tell you about your right to complain to the Information Commissioner's Office, whether or not we uphold your complaint.

Complaints Procedure	Our full Complaints Procedure is published at www.fonetech.uk.

The ICO And How To Reach Us

SECTION 08 / THE ICO AND HOW TO REACH US

How to complain to the Information Commissioner's Office, how we keep this policy current, and how to reach us.

01 Complaining To The Information Commissioner's Office

You can complain to the ICO at any time. The ICO recommends giving us the chance to finish our complaints process first, because that may mean it can deal with your complaint more quickly.
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Website: www.ico.org.uk
Helpline: 0303 123 1113

02 Complaints About Our Service

If your complaint is about our service rather than your personal information, our Complaints Procedure explains how we handle it and where you can take it if we cannot put it right. It is published at www.fonetech.uk.

03 Changes To This Policy

We review this policy regularly and update it when the law or our practices change. The current version is always available at www.fonetech.uk.

04 Contact Us

F One Technologies Ltd
First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY
Data protection: dataprotection@fonetech.uk
General enquiries: letstalk@fonetech.uk
Phone: 0330 221 1183
Website: www.fonetech.uk