

Last updated: 16 October 2025

At F One Technologies Ltd, we take your privacy seriously. This policy explains how we collect, use, and protect your personal information, as well as your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

How We Use Your Information.

This notice tells you what to expect when F One Technologies Ltd collects personal information. It applies to information we collect about:

- Visitors to our website and social media channels
- People who contact us by phone, email, post or live chat
- Customers who use our telecoms, IT or finance services
- Complainants and other individuals making enquiries
- Job applicants, current and former employees

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 helps us understand which pages are visited most often and improve the website experience. This data does not identify anyone personally.

If we collect personal information (for example, through a contact form), we will make this clear at the point of collection and explain what it will be used for. Details received via our contact forms are stored securely and never shared with third parties.

We also use a reverse IP lookup tool that identifies business visitors to our website. This tool does not identify individuals. If a visiting business is not registered on the TPS or CTPS lists, we may contact them to offer assistance related to their visit.

Use of Cookies.

Like most websites, we use small text files known as cookies to improve your browsing experience and measure website performance. These files do not identify you personally. You can manage or delete cookies through your browser settings at any time.

Cookies help us to:

- Recognise your device so you don't have to re-enter information repeatedly
- Measure how many people use our site and which pages are most popular
- Ensure our website remains fast and reliable

Third-Party Widgets.

Our site may include tools or widgets provided by third parties such as Facebook, Trustpilot, YouTube, Olark, or Google Analytics. These services may set cookies if you are logged into their platforms. Their behaviour is covered by their own privacy policies, not ours.

People Who Use Our Live Chat.

Our live chat feature allows us to assist visitors in real time. If you use it, we may collect your name and email address if provided. You can request a transcript of your conversation by supplying your email at the end of the session. Transcripts are stored securely and deleted after a defined retention period.

Information We Collect.

We may collect the following information depending on your interaction with us:

- Name and job title
- Company name
- Contact information (address, email, phone)
- Nature and content of your enquiry

We collect this information through web forms, phone calls, or emails, and store it securely on our systems.

What We Do With the Information.

We use this information to:

- Respond to your enquiry
- Provide products or services you have requested
- Maintain our records and meet contractual or legal obligations
- Improve our services and communications

We do not sell or share your information with third parties for marketing purposes.

Security.

Our website and data systems use Secure Socket Layer (SSL) encryption and other security measures to protect your personal data. Access is restricted to authorised employees only.

Business-to-Business Telephone Marketing.

We sometimes use data from trusted third-party providers who collect marketing consent at source. We do not contact numbers registered with the TPS or CTPS. All calls are recorded for quality and training purposes and retained for up to three years. Any request to delete a call recording will be actioned within 28 days.

People Who Contact Us.

By Phone

When you call us, we may collect caller ID information and record calls for training or monitoring. Recordings are kept for up to three years.

By Email

Emails to and from F One Technologies Ltd are encrypted and scanned for security threats. Please ensure your own emails comply with the law.

Via Social Media

Direct messages sent via social media are stored within the platform and are only accessed by authorised staff.

People Who Make a Complaint.

We collect only the information necessary to investigate and resolve a complaint. Complaint files are stored securely and kept for three years after closure.

Customers Who Use Our Services.

We retain company and contact information to fulfil contracts and service agreements. Billing data is held securely and encrypted. After your contract ends, relevant information (such as invoices and call logs) is retained for up to three years, unless legal or regulatory obligations require otherwise.

Job Applicants, Current and Former Employees.

F One Technologies Ltd is the data controller for all information provided during recruitment and employment. We only use this information for employment and HR purposes and retain it securely in line with our retention policy.

If you are successful, records are kept for the duration of employment plus six years. Unsuccessful applicant data is retained for six months after recruitment closure.

Data Protection Rights.

Under the UK GDPR, you have the following rights:

1. Right to be Informed – to know how your personal data is used.
2. Right of Access – to request a copy of the personal data we hold about you.
3. Right to Rectification – to have inaccurate or incomplete data corrected.
4. Right to Erasure – to request deletion of your personal data in certain circumstances.
5. Right to Restrict Processing – to request restriction of data use, for example while accuracy is being verified.
6. Right to Data Portability – to receive your personal data in a portable format.
7. Right to Object – to object to processing for reasons such as direct marketing or legitimate interest.

To exercise any of these rights, please email letstalk@fonetech.uk or write to us at the address below.

How to Complain.

If you have concerns about how we handle your personal data, please contact us first so we can try to resolve the issue:

Data Protection Officer
F One Technologies Ltd
First Floor, Roman Landing, 35–37 St Mary's Place, Southampton, Hampshire, SO14 3HY
Email: letstalk@fonetech.uk
Phone: 0330 221 1183

If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office (ICO)
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Website: www.ico.org.uk
Helpline: 0303 123 1113

Changes to This Policy

We review our privacy policy regularly and update it as necessary to reflect changes in the law or our business practices. The latest version will always be available at www.fonetech.uk.