

First Class Frames Manufacturing Ltd

Privacy Policy - April 2025

About First Class Frames

First Class Frames provides Bespoke Windows & Doors to trade and public.

Data Protection Officer: Justin Gilsenan

Email: Justin@firstclassframes.co.uk

Overview

First Class Frames are committed to respecting privacy and protecting the data of all clients. Any data shared via email, website (<https://firstclassframes.com>), text, telephone, post, will be protected.

First class Frames are regulated by the UK General Data Protection Regulations (UK GDPR - <https://www.gov.uk/data-protection>).

The data clients provide will be used only for the efficient provision of agreed services. It will not be shared. Clients have the right to see what data we hold on them and request that any data held is amended or deleted. Please contact the Data Protection Officer (listed above), if you have any concerns or queries.

First Class Frames are registered with the Information Commissioner's Office, the regulator of the Data Protection Act 1998, and abide by its requirements.

What information does First Class Frames collect?

The following information may be collected via electronic format:

- Name (Title, First, and Surname)
- Home address
- Email address
- Telephone number

Why do we collect data?

- To communicate with clients in response to email, web enquiry, text or telephone call.
- To supply the services and products requested by the client.
- To provide clients with ongoing support and services.
- To collect payment for services.
- To comply with statutory requirements for bookkeeping, auditing and accounting.

How is your data stored?

All data is stored online and also a server on premises.

What are your rights?

For full details of your rights regarding GDPR see <https://ico.org.uk/for-the-public/>

How can you withdraw your consent?

Clients have the right to have personal data erased. Consent can be withdrawn by contacting the Data Protection Officer verbally or in writing. Please note that this right is not absolute – First Class Frames are required to hold certain data for legal and accounting reasons.

Questions and Complaints.

Please contact the Data Protection Officer for further information regarding the data that is being held. Any complaints should be directed to First Class Frames.

Updates to Privacy Policy.

First Class Frames reserves the right to modify this privacy policy at any time. Changes will take effect immediately upon publishing.