

***Privacy Policy***  
***First Cut Fencing***

The privacy of your personal information is of paramount importance to First Cut Fencing. We will never sell, trade or rent your personal information to any third party and will take the upmost care to protect your information. All personal information is held securely within password protected documents and accounts and may only be accessed by First Cut Fencing staff.

If you have any questions relating to this policy or the information we hold about you, please contact [info@firstcutfencing.co.uk](mailto:info@firstcutfencing.co.uk)

This policy explains how First Cut Fencing collects and subsequently uses your information.

*How we collect your information:*

When you submit a Contact Form through the First Cut Fencing website, we will collect the following information about you:

- Full Name
- Contact Telephone Number
- Email Address

We will also collect the following information if your enquiry transpires into a quote and/or site visit:

- Home Address (including postcode, County and City).

The above information will only be used as detailed below.

*How we use your personal information:*

- To provide and maintain our service, including to monitor the usage of our service.
- To perform a contract and manage your requests.
- To create a quotation based on the works required.
- Organise job bookings and contact you as necessary.
- For business transfers; we may use your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by us about our service users/customers is among the assets transferred.
- Discussions with Lawyers and other legal professionals (where applicable).
- For other purposes; we may use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our products, services, marketing and your experience.
- Processing of a job application.
- HMRC reporting.
- To notify you of any changes within First Cut Fencing and to communicate as necessary.
- Discussion between First Cut Fencing and the user/customer providing information on the Services provided.

We are required by law to hold certain types of information to fulfil statutory obligations; we review our retention periods on a regular basis. First Cut Fencing Limited will hold a user's/customer's personal information for the period in which the user/customer is involved with First Cut Fencing Limited and for a period after the completion of the works.

*Who can access your personal information?:*

First Cut Fencing may pass your information to third party providers, including (but not limited to); any password protected online management database systems which manages contact information (this will be communicated by First Cut Fencing and the platform updated as necessary), Sub-Contractors and other associated Organisations and Companies for the purposes of fulfilling our Services to the user/customer. However, when we use third party providers, we will only disclose essential information to enable the delivery of our Services.

First Cut Fencing will never release personal information to non-work related third parties, unless specifically requested by the user/customer to do so, or unless we are required to do so by Law.

*Opting-out:*

You have the right to withdraw from any marketing emails from First Cut Fencing at any point. When newsletters are sent from First Cut Fencing, there is an applicable 'unsubscribe' button for marketing of this nature.

*Updating your information:*

It is extremely important that we hold the most accurate and up-to-date information about the user/customer. If you make any changes to your personal information, including a change of home address or email address, you must notify First Cut Fencing as soon as possible.

You may request a copy of the information First Cut Fencing holds about you at any time by emailing [info@firstcutfencing.co.uk](mailto:info@firstcutfencing.co.uk) making the request in writing addressed to: First Cut Fencing, 9 Brook Orchard, Kingskerswell, Devon, TQ12 5AX

*How we protect your information:*

When you provide First Cut Fencing with any personal information, we take every step to ensure that this is stored securely. Electronic copies are stored within password protected documents and all devices upon which information is stored is encrypted and also, password protected.

*What are 'Cookies'?:*

Many websites use 'Cookies'. This is a small piece of information which is stored on your computer / laptop when you visit a website. This allows the website to recognise the user when you visit again on other occasions. Cookies do not allow us to identify you as an individual but can be used for analytical purposes. You can choose to disable Cookies by changing the relevant browser settings at any time.

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Adopted on: 4<sup>th</sup> November 2024

Date: November 2024

By: Alicia Sandercock

Next Review Date: November 2025

Signature: