

Frambroadband Privacy Policy

At Frambroadband, we are committed to maintaining the trust and confidence of our customers, our potential customers, and the visitors to our website. We are not in the business of selling, renting, buying or trading personal information for purposes such as marketing.

As a potential customer, we only collect enough information to conduct eligibility surveys, to contact you about these and to notify you of any changes to our network. We will retain this data for up to two years if you do not take up a service with us. You may ask for it to be deleted at any time before this.

As a customer, we collect information which enables us to bill you and to contact you about the service, including maintenance and service status notifications. We may collect network monitoring data to assess the quality of our network services. This data, where the monitoring may identify you specifically, is not made available to any third parties except where properly requested by law enforcement. We will retain accounting and billing information for 7 years, even if you have left the service.

Our website uses Google Analytics and associated cookies to provide us with information around how our website is used. This data is processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If you take up our email services, authorised staff may view email records and log files only if troubleshooting an issue with the services. This data may also be made available if properly requested by law enforcement.

Some of our accounting and billing functions are through trusted cloud platform providers, these services may hold details which enable accounting and billing, such as name, address, package details and any payment details you choose to store with them.

We do not collect or store details such as your date of birth, religion, sexual preferences or political views.

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our Managing Director, Oli Stockman at info@frambroadband.com.

This policy will be reviewed annually, the last review was on 24th May 2018.