

Privacy Policy

What information do we collect about you?

We will collect information about you when you open an account, register with this website, place an order for products or services, request further information from us or if you wish to contact your local branch. The type of information we may collect includes your name, postal address, job title, e-mail address and telephone number so that we can contact you accordingly.

We may also obtain information about your usage of this website using Cookies.

Separate terms and conditions may apply when you open an account or trade with us on a cash basis.

How do we use the information we collect about you?

- to process your order or manage your account (if applicable)
- to contact you for your views on our services
- to notify you about important changes or developments to our site or services
- to provide a more personalised online experience
- for record keeping purposes
- to keep you informed about our products and services that we offer. If you agree, we may also pass your information to other companies in the Group so that they keep you informed about the products or services which they offer. For more information see the paragraph below, and
- for market research purposes, on an anonymous basis to track activity on our site, to publish trends and/or to improve usefulness and content

We only retain your information for a limited period in order to respond to your query, provide you with the information you require or to send you updates on our products and services for as long as you indicate that you are happy for us to do so. We are required to keep some records for a longer period of time to meet our legal obligations.

Keeping you informed

If you have bought or enquired about our products or services previously, we may also use the information we collect to let you know about our other products and services which may be of interest to you and to keep you updated with information about promotional offers and what is coming soon at FGF Ltd. If you agree, we would also like to send you information about the products and services offered by other companies in the Group.

If the email address you have provided to us is a corporate email address, we may contact you at any time to let you know about our products and services.



However, you will be able to let us know if you no longer want to receive material from us each time that you receive a communication by either contacting the email addresses below or reply with the word "unsubscribe".

Disclosing your data

We never make your personal details available to companies outside of FGF for marketing purposes and will only disclose your personal details to other companies within the group if you have agreed to us doing so.

However, we may use other companies to provide services to you on our behalf. These services may include but are not limited to answering your questions about products or services, sending postal mail and e-mails and analysing data. We will only provide those companies with the information they need to deliver the service we have engaged them for and they are prohibited from using that information for any other purpose.

We may have to disclose your information by law or because a court or the police or other law enforcement agency has asked us for it.

How is your information protected?

We take protection of your information seriously and have appropriate physical and have technological security measures in place to keep it safe. Internally, we restrict access to personal information. Only employees who need the information in order to do their jobs have access to it.

Changes to this privacy policy

We keep our Privacy Policy under regular review and if we change our Privacy Policy we will post those changes on this page so that you are always aware of what information we collect and how we use it.

Your rights

You may request details of personal information that we hold about you.

If you would like a copy of it, please email john.oleary@fgflimited.co.uk or jeremy.anker@fgflimited.co.uk You can also write to either of us at:

FGF Ltd
Unit 5 Humphrys Road
Woodside Industrial Estate
Dunstable Beds LU5 4TP

Please mark for the attention of one of the contacts above.
A small fee may be payable.



We want to make sure that your personal information is accurate and up to date. Therefore, if you think any information we hold about you is incorrect or incomplete, please email or write to us at the addresses given above as soon as possible so we can update our records.

Privacy Policy Addendum May 2018

FGF Ltd fully supports the requirements of the Data Protection Act and is committed to the protection of personal data belonging to our customers, suppliers and colleagues.

We have both an internal Data Protection Policy and external Privacy Policies in place which reflect the requirements of GDPR. We conduct regular audits around the company to ensure compliance with our policies.

We are aware of our obligations under the General Data Protection Regulations (GDPR) and have adopted a proactive approach to the implementation of the new legislation. This includes reviewing existing processes and where appropriate developing and implementing new policies and procedures to ensure personal data is collected, stored, used and disposed of in a manner compliant with the requirements of the GDPR.

FGF Ltd is committed to protecting your privacy.