



Fibre Support Privacy Policy

1. Introduction

At Fibre Support Ltd, we are committed to protecting the privacy and security of our customers' personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you use our services. By using our services, you consent to the practices described in this policy.

2. Information We Collect

We collect various types of information to provide and improve our services. This includes:

2.1 Personal Information

- **Contact Information:** Name, address, phone number, email address.
- **Account Information:** Account numbers, service details, billing information, login credentials.
- **Identification Information:** Government-issued identification numbers (e.g., driver's license, passport) when necessary for verification purposes.

2.2 Usage Information

- **Service Usage:** Details about your internet usage, data consumption, and browsing activities.
- **Technical Information:** IP address, MAC address, device type, operating system, browser type, and other technical data.

2.3 Communication Information

- **Customer Support:** Records of communications with our customer support team, including phone calls, emails, and chat logs.

2.4 Cookies and Tracking Technologies

- We use cookies and similar technologies to enhance your user experience, gather usage data, and deliver personalized content.



3. How We Use Your Information

We use the collected information for various purposes, including:

3.1 Service Delivery

- Providing, maintaining, and improving our services.
- Processing orders, billing, and payments.
- Managing customer accounts and responding to service requests.

3.2 Communication

- Sending service-related communications, such as billing notices, service updates, and support messages.
- Responding to customer inquiries and providing customer support.

3.3 Personalization

- Customizing your experience based on your preferences and usage patterns.
- Offering personalized content and recommendations.

3.4 Marketing and Promotions

- Sending promotional materials, special offers, and marketing communications (with your consent where required by law).
- Conducting surveys and market research to improve our services.

3.5 Legal and Security

- Complying with legal obligations and regulatory requirements.
- Protecting the security and integrity of our services and preventing fraud and abuse.

4. Information Sharing and Disclosure

We do not sell or rent your personal information to third parties. However, we may share your information with:



4.1 Service Providers

- Third-party vendors and service providers who assist us in delivering and improving our services (e.g., billing, customer support, technical services).

4.2 Legal and Regulatory Authorities

- Government agencies, law enforcement, and regulatory bodies when required by law or to protect our legal interests.

4.3 Business Transfers

- In the event of a merger, acquisition, or sale of all or part of our assets, your information may be transferred as part of the transaction.

5. Data Security

We implement robust security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of sensitive data during transmission.
- Regular security assessments and audits.
- Access controls and authentication mechanisms.
- Staff training on data protection practices.

6. Your Rights and Choices

You have certain rights regarding your personal information, including:

6.1 Access and Correction

- You can request access to your personal information and ask us to correct any inaccuracies.

6.2 Data Portability

- You can request a copy of your personal information in a structured, commonly used, and machine-readable format.



6.3 Deletion

- You can request the deletion of your personal information, subject to certain legal and contractual restrictions.

6.4 Opt-Out

- You can opt-out of receiving marketing communications by following the unsubscribe instructions in our emails or contacting us directly.

7. Children's Privacy

Our services are not directed to individuals under the age of 13, and we do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected such information, we will take steps to delete it.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website and indicating the date of the latest revision.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

- **Email:** support@fibrenova.co.uk
- **Address:** Floor 5, 101 Old Hall Street, Liverpool, L3 9BP

10. Conclusion

Fibre Support is committed to safeguarding your privacy and ensuring that your personal information is handled responsibly. By using our services, you acknowledge and agree to the practices described in this Privacy Policy. Thank you for trusting Fibre Support with your information.



This Privacy Policy is designed to be clear and comprehensive, ensuring that Fibre Support customers understand how their personal information is managed and protected.