



Privacy Policy

At Fibairo we are passionate about privacy and personal data. This Privacy Notice sets out the types of information we collect, and what we'll do with it.

Our Website

When you visit our website, we will collect non-identifiable data, and provide this to Google Analytics. This data includes things like whether you're on a phone or a laptop, the country you're in, and the pages you visit on our site. We use this data to improve our website and services.

Data collected before signing up to our services

If you want to talk to us about our services, we'll need to collect some basic information from you so that we can tell you whether our services are suitable, and give costs and timescales. This includes contact information and some information about the location where you may want to receive service. If you choose not to proceed we will keep this data for a period of twelve months before deletion.

Marketing Consent

When you contact us we'll ask you to provide your consent to receive marketing from us. We promise this will be infrequent, relevant and specific to your requirements. If provided you can withdraw this consent at any time via Contact Us, a support ticket or by emailing support@fibairo.com.

Our Services

When you sign up for Fibairo connectivity services we'll need to collect information to be able to provide you with a service. This will include a mixture of personal (your name and full address for example) and non-personal information (such as location data or company information).

Data Storage

Our data is stored in our CMS (content management system) and our CRM (customer relationship management system). Data is stored within the EU and processed in line with all applicable regulations.

3rd parties

We occasionally have a need to share information with 3rd parties, but we only do this when necessary for us to be able to provide a service, such as:

- storing information in our CRM system
- setting you up an account on our support system

- sharing non-identifiable information with Google Analytics
- sharing information with our backhaul connectivity suppliers to provide service
- sharing location information with regulators

We may also be required to share your information with government or law enforcement agencies as a result of a RIPA (Regulation of Investigatory Powers Act) request or court order. We'll meet all of our obligations but will only share what we have to.

We don't share your data with anyone else, and we will never profit from your personal information.

Access to your data

You can access your data at any time, by raising a support ticket or by emailing support@fibairo.com.

Right to Erasure

Right to Erasure means that if asked we have to delete your personal information, unless we have to keep it for legal reasons. How much we can delete depends on whether you are currently, or have ever been, a customer. If you'd like to exercise your right to erasure you can do so by raising a support ticket, or by emailing support@fibairo.com.

Right to Object

You have a right to object to us using your personal data for direct marketing purposes. If you want us to stop processing your data for this purpose please let us know via Contact Us, a support ticket or by emailing support@fibairo.com.

If you have any questions about our Privacy Notice, data security or data retention policies please get in touch.