



Privacy Policy

Clear information about how Fuego handles your personal information.

Last updated: 10 August 2026 | Applies to: website visitors, enquirers, customers and business contacts

Fuego Specialised Systems Ltd ("Fuego", "we", "us" or "our") respects your privacy. This policy explains what personal information we collect, why we use it, who we may share it with, how long we keep it and the rights available to you under UK data protection law.

This policy covers information collected through www.fuegospecialisedsystems.co.uk, our enquiry forms and our related communications with customers and business contacts.

1. Who is responsible for your information?

Fuego Specialised Systems Ltd is the data controller. This means we decide why and how your personal information is used.

Company number: 04197521

Registered office: Suite 70, Capital Business Centre, 22 Carlton Road, South Croydon, Surrey CR2 0BS

For privacy questions, rights requests or complaints, please use the contact details or enquiry form on the Contact page of our website and mark your message "Privacy".

2. The information we collect

Depending on how you interact with us, we may collect:

- Identity and contact details, such as your name, organisation, job title, email address and telephone number.
- Site and service details, such as a building address or postcode, the type of system involved, the service required and details of a reported fault.
- Enquiry and correspondence information, including messages, quotations, instructions, feedback and any documents or photographs you choose to provide.
- Customer and transaction information, such as service history, appointment details, invoices and payment records. We do not collect card details through this website unless a clearly identified payment facility is introduced.
- Technical and usage information, such as IP address, browser, device information, pages viewed and cookie preferences, where collected by our website platform or permitted analytics tools.

Please avoid submitting sensitive personal information through the general enquiry form unless it is genuinely necessary. Our website is intended for organisations and adults and is not directed at children.

3. How we collect information

We may collect information:

- directly from you when you complete a form, email or telephone us, request a quotation, book work or correspond with us;
- from the organisation you work for, a building manager, local authority, school or other customer where they ask us to contact you about a site;
- automatically through essential website technologies and, where you have agreed, non-essential cookies or analytics; and
- from publicly available sources where reasonably necessary to verify business or site contact details.

4. Why we use your information and our lawful bases

We only use personal information where we have a valid reason under UK data protection law. The main purposes and lawful bases are set out below.

Purpose	Lawful basis
Responding to enquiries, arranging surveys, preparing quotations and taking steps requested before entering a contract.	Steps before a contract; and legitimate interests in responding to business enquiries.
Delivering, managing and supporting contracted services, including appointments, servicing, repairs, installations, invoicing and customer communications.	Performance of a contract; legitimate interests where the contract is with your organisation rather than you personally.
Maintaining service records, managing safety-related follow-up, resolving disputes and protecting our business and customers.	Legitimate interests in providing reliable services, maintaining appropriate records and establishing or defending legal claims.
Keeping financial, tax, insurance and other records required by law.	Legal obligation; and legitimate interests where appropriate.
Operating, securing and improving the website, preventing misuse and understanding basic website performance.	Legitimate interests for essential security and operation; consent for non-essential cookies and analytics where required.
Sending optional marketing or updates, if introduced and where you have chosen to receive them.	Consent, or another basis permitted by electronic marketing law. You can opt out at any time.

Where we rely on legitimate interests, we consider whether the use is necessary, proportionate and consistent with what you would reasonably expect. You may object to this use in certain circumstances.

5. Cookies and website technology

Our website is built using Wix. Wix and connected services may use cookies or similar technologies to keep the site secure, remember preferences, operate forms and measure performance.

Strictly necessary technologies may operate without consent where the law permits. Non-essential analytics, functional or marketing technologies will only be used where you have made the relevant choice through our cookie banner. You can change or withdraw that choice using the website's cookie settings. Withdrawing consent does not affect the lawfulness of earlier processing.

Our separate Cookie Policy and cookie settings should provide the current names, purposes, providers and durations of cookies in use. Browser controls can also block or delete cookies, although parts of the site may not work correctly if essential technologies are disabled.

6. Who we share information with

We may share personal information only where necessary with:

- Wix and other website hosting, form, email, IT, storage or security providers acting on our instructions;
- professional advisers, accountants, insurers, banks and payment providers where relevant;
- trusted service providers or contractors involved in delivering requested work, where appropriate and subject to suitable confidentiality and data protection requirements;
- public authorities, regulators, courts, emergency services or law-enforcement bodies where required or permitted by law; and
- a prospective buyer, seller or adviser if our business or assets are reorganised, sold or transferred, subject to appropriate safeguards.

We do not sell personal information.

7. International transfers

Some technology providers, including Wix and its service providers, may process information outside the UK. Where this happens, we require an appropriate safeguard recognised by UK law, such as UK adequacy regulations, the UK International Data Transfer Agreement or the UK Addendum to approved standard contractual clauses, together with additional measures where necessary. You may contact us for further information about relevant safeguards.

8. How long we keep information

We keep personal information only for as long as reasonably necessary. Our usual approach is:

- Unsuccessful or one-off enquiries: normally up to 24 months after our last meaningful contact, unless a longer period is needed for a dispute or legal reason.
- Customer, service and contract records: normally up to seven years after the end of the relevant customer relationship or service, where needed for tax, accounting, insurance, warranty or legal-claims purposes.
- Cookie and technical information: according to the lifespan shown in our cookie settings or the shorter period required for security and website administration.
- Optional marketing preferences: until you opt out, consent is withdrawn or the information is no longer accurate or needed.

These periods may be shortened or extended where required by law, an active dispute, an insurance matter or a reasonable safety and service-record requirement. When information is no longer needed, we delete it securely or anonymise it.

9. How we protect information

We use reasonable technical and organisational safeguards designed to protect personal information from loss, misuse, unauthorised access, alteration or disclosure. These include appropriate access controls, secure technology providers, device and account security, and limiting access to people who need the information for their work. No internet service can be guaranteed completely secure, but we review our arrangements and respond to suspected incidents appropriately.

10. Your data protection rights

Depending on the circumstances, you may have the right to:

- ask whether we use your personal information and receive a copy of it;
- ask us to correct inaccurate or incomplete information;
- ask us to delete information in certain circumstances;
- ask us to restrict how information is used in certain circumstances;
- object to processing based on legitimate interests and object at any time to direct marketing;
- receive certain information in a portable format where the right applies; and
- withdraw consent at any time where we rely on consent.

These rights are not absolute and legal exemptions may apply. We will normally respond within one calendar month. We may request proportionate information to confirm your identity. We do not normally charge a fee, although the law permits one in limited circumstances.

We do not use website enquiry data to make solely automated decisions that produce legal or similarly significant effects.

11. Questions and data protection complaints

Please contact Fuego first if you have a question or complaint about how your information has been handled. Use the contact details or form on our website's Contact page, mark the message "Privacy complaint", and include enough information for us to understand the issue.

We will acknowledge a data protection complaint within 30 days, investigate it without undue delay, keep you appropriately informed and explain the outcome. If you are acting for someone else, we may ask for evidence of your authority.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator: ico.org.uk | 0303 123 1113 | Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

12. External links

Our website may link to third-party websites. Those organisations are responsible for their own privacy practices. We recommend reading their privacy information before providing personal information.

13. Changes to this policy

We may update this policy when our website, services, suppliers or legal obligations change. The latest version will appear on this page with a revised date. Material changes will be highlighted where appropriate.