PRIVACY & DATA PROTECTION

Last updated: October 2026

FRUKit respects your privacy and aims to handle personal information in a straightforward, proportionate and responsible way.

This notice explains what personal information FRUKit may collect, why it is used, how long it is normally kept, and what rights you have over your information.

Who We Are

Stephen Miles – Entrepreneur individuel (EI)

Trading as FRUKit

Siret: 845 111 848 00022

4 Route de la Sée

Chérencé-le-Roussel

50520 Juvigny-les-Vallées

France

Email: mail@frukit.com

What Information Does Frukit Collect?

The information collected depends on how you interact with FRUKit.

When you contact FRUKit through the website, you may provide:

• your first name and last name

• your email address

• your company name, if applicable

• the general subject of your enquiry

• information you choose to include when describing your situation or requirements.

The website also processes certain technical information required to operate, protect and understand the website, such as information associated with website requests, security systems and analytics.

Please avoid including sensitive personal information, passwords, financial information or information about other people in the free-text enquiry field unless it is genuinely necessary to explain your enquiry.

How Frukit Uses Your Information

FRUKit may use personal information to:

• respond to enquiries

• understand what you are trying to achieve

• assess whether FRUKit is able to help

• arrange an initial conversation or First Look

• provide services that you have requested

• communicate with customers about ongoing work

• administer projects and associated records

• deal with payments, invoices and legal or accounting obligations

• protect the website and its forms against spam, abuse and other security threats

• understand how visitors use the FRUKit website, where they have given the necessary consent for analytics.

FRUKit does not sell personal information and does not use personal information for advertising purposes.

Contact Enquiries

If you use the FRUKit contact form, the information you submit is stored within the FRUKit website and used to deal with your enquiry.

The form is provided through Fluent Forms within WordPress.

Your enquiry is also sent to mail@frukit.com, which is hosted through FRUKit's hosting and email provider, Fasthosts.

The legal basis for handling an enquiry will normally be either:

• taking steps at your request before entering into a possible service relationship; or

• FRUKit's legitimate interest in responding to genuine enquiries and managing its business communications.

Where a customer relationship or project is established, additional information may be processed where necessary to provide the agreed service, manage the relationship and meet legal or accounting requirements.

Website Analytics

FRUKit uses Google Analytics to understand how visitors use the website and to help improve the site.

Analytics tracking is activated only where the visitor has given the necessary consent through the website's cookie consent mechanism.

FRUKit has configured Google Analytics with IP address anonymisation.

The current Google Analytics retention settings are:

• Event data: 2 months

• User data: 14 months

Cookies And Consent

FRUKit uses cookies and similar technologies for:

• essential website functions

• remembering your cookie-consent preferences

• website statistics, where you have consented to analytics.

FRUKit does not currently use advertising or marketing cookies.

The website uses Complianz to manage cookie consent and provide the website's Cookie Policy.

You can change or withdraw your consent for non-essential cookies through the website's cookie preferences.

For more information, please see the Cookie Policy.

Security And Spam Protection

The FRUKit contact form uses Google reCAPTCHA to help protect the form against automated submissions and abuse.

This involves the processing of technical information necessary to assess whether a submission is likely to be genuine.

FRUKit uses this service for website security and spam prevention. This processing is based on FRUKit's legitimate interest in protecting its website and communications from abuse.

FRUKit also uses website security and monitoring tools to help protect the website and its users.

Website Hosting And Email

The FRUKit website and associated email services are hosted through Fasthosts.

Hosting and email systems may process technical information and communications as necessary to provide the services, operate the website, deliver email and maintain security.

Who May Receive Your Information?

Personal information may be accessed by or shared with:

• Stephen Miles / FRUKit

• website, hosting and email service providers

• analytics and security service providers used by the website

• professional advisers or service providers where necessary for the operation of the business

• public authorities where disclosure is required by law.

FRUKit does not sell or rent personal information to third parties.

International Processing

Some technology and service providers used by FRUKit may process information in countries outside France or the European Economic Area.

Where personal information is transferred internationally, FRUKit will use the safeguards required by applicable data-protection law.

How Long Is Information Kept?

FRUKit's general policy is to retain personal information for no longer than three years from the last contact or the end of the relevant customer relationship, unless:

• a longer period is required by law

• information needs to be retained for accounting or other legal obligations

• it is necessary to establish, exercise or defend a legal claim.

Different systems may have shorter technical retention periods. For example, Google Analytics currently retains event data for 2 months and user data for 14 months.

Your Rights

Depending on the circumstances and the legal basis for processing, you may have the right to:

• ask what personal information FRUKit holds about you

• request correction of inaccurate or incomplete information

• request deletion of your personal information

• request restriction of processing

• object to certain processing

• request a copy of certain information in a portable format

• withdraw consent where processing is based on consent.

To exercise your rights, contact mail@frukit.com.

FRUKit may need to ask for reasonable information to confirm your identity before releasing or changing personal information.

No Automated Decision-Making

FRUKit does not use personal information to make decisions about individuals that have legal or similarly significant effects through automated decision-making or profiling.

Changes To This Notice

This Privacy & Data Protection notice may be updated when FRUKit's services, website or data-processing arrangements change.

The date at the top of this page shows when it was last reviewed or updated.

Questions Or Concerns

If you have a question about how FRUKit handles your personal information, contact mail@frukit.com.

You also have the right to lodge a complaint with the French data-protection authority, the Commission nationale de l'informatique et des libertés (CNIL).

This notice should be read alongside the FRUKit Legal Notice and Cookie Policy.