

Privacy Policy for the use of Fire Door Portal Online and App Services

1. Introduction

Fire Door Portal Online and App services are a product developed and licenced by Gossan.io Limited. At Gossan.io Limited, we are committed to safeguarding your privacy and ensuring that your personal data is protected. This Privacy Policy outlines how we collect, use, store, and protect your personal data in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

2. Who We Are

- **Company Name:** Gossan.io Limited
- **Registered Address:** Gossan.io Limited, Unit 146334, PO Box 7169, Poole, BH15 9EL, UK
- **Email:** support@gossan.io

3. What Data We Collect

We may collect and process the following types of personal data:

- **Personal Identification Information:** Name, email address, phone number, postal address, job title, and other contact details.
- **Technical Data:** IP address, browser type and version, time zone setting, browser plug-in types, operating system, and platform.
- **Usage Data:** Information about how you use our software, products, and services.
- **Financial Data:** Payment details, billing address, and transaction history.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.

4. How We Collect Your Data

We collect data from you through:

- **Direct Interactions:** When you provide data by filling in forms, creating an account, subscribing to our services, or communicating with us.
- **Automated Technologies:** As you interact with our website or software, we may automatically collect technical data about your equipment, browsing actions, and patterns. We collect this data using cookies, server logs, and other similar technologies.
- **Third-Party Sources:** We may receive personal data about you from various third parties, including analytics providers, advertising networks, and search information providers.

5. How We Use Your Data

We use your personal data for the following purposes:

- **Service Provision:** To provide and manage your access to our software and services, including processing your subscription and payments.
- **Customer Support:** To respond to your inquiries and provide support related to our services.

- **Personalization:** To tailor the content and services we offer to your preferences.
- **Marketing:** To send you promotional content, newsletters, and information about products and services that may interest you, provided you have given your consent.
- **Legal Compliance:** To comply with legal obligations, such as tax reporting and anti-fraud measures.
- **Improvement of Services:** To analyse usage and performance of our software to improve our offerings and user experience.

6. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- **Performance of a Contract:** When the processing is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into a contract.
- **Consent:** When you have given us explicit consent to process your personal data for a specific purpose, such as receiving marketing communications.
- **Legitimate Interests:** When the processing is necessary for our legitimate interests, provided that these interests do not override your rights and freedoms.
- **Compliance with Legal Obligations:** When processing is necessary to comply with a legal obligation to which we are subject.

7. Data Sharing

We may share your personal data with:

- **Service Providers:** Third-party service providers who perform functions on our behalf, such as payment processing (e.g., Stripe), IT services, and marketing.
- **Affiliates and Partners:** Companies within our corporate group or business partners who help us provide services.
- **Legal Authorities:** Law enforcement, regulatory, or other government bodies when required by law or to protect our rights or the rights of others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or part of our business, your data may be transferred to the new owners.

We ensure that any third parties with whom we share your data are subject to appropriate safeguards to protect your personal data.

8. International Data Transfers

Your personal data may be transferred to and processed in countries outside of the United Kingdom (UK) and the European Economic Area (EEA). When such transfers occur, we ensure that your data is protected by appropriate safeguards, such as Standard Contractual Clauses approved by the European Commission or other legally recognized measures.

9. Data Storage and Retention

- **Data Storage:** Your data is stored securely on our servers or on third-party servers located in data centres that meet high security standards. We employ industry-standard encryption and security practices to protect your data.
- **Data Retention:** We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. The retention period may vary depending on the type of data and the legal or regulatory requirements.

10. Your Rights

Under the GDPR, you have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request that we correct any inaccurate or incomplete data.
- **Right to Erasure:** You can request that we delete your personal data under certain circumstances.
- **Right to Restrict Processing:** You can request that we restrict the processing of your data in certain situations.
- **Right to Data Portability:** You can request that we provide your data in a structured, commonly used, and machine-readable format.
- **Right to Object:** You can object to the processing of your data where we are relying on legitimate interests.
- **Right to Withdraw Consent:** Where we are relying on your consent, you can withdraw it at any time without affecting the lawfulness of processing based on consent before its withdrawal.

To exercise any of these rights, please contact us at [Your Contact Information]. We will respond to your request within one month, though we may extend this period by two further months if necessary, taking into account the complexity and number of requests.

11. Cookies and Tracking Technologies

Our website and software use cookies and similar tracking technologies to collect data about your browsing activities. This data is used to enhance your experience, analyse site usage, and assist in our marketing efforts. You can manage your cookie preferences through your browser settings. For more information, please refer to our Cookie Policy.

12. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, and secure storage. However, please note that no security system is entirely foolproof, and we cannot guarantee the absolute security of your data.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. Any changes will be posted on our website, and we will notify you of any significant

changes by email or other means. Your continued use of our services after any changes to this Privacy Policy constitutes your acceptance of the updated terms.

14. Complaints

If you believe that we have not complied with your data protection rights, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) in the UK.

- **Information Commissioner's Office (ICO):**

Website: <https://ico.org.uk/>

Phone: 0303 123 1113

15. Contact Us

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

- **Email:** support@gossan.io
- **Registered Address:** Gossan.io Limited, Unit 146334, PO Box 7169, Poole, BH15 9EL, UK

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Email: contact@gossan.io

Websites: <https://gossan.io> , <https://firedoorportal.com>

These Terms were last updated on 20/05/2025