

FruGro Ltd

Farms with Passion

PRIVACY POLICY

FRESH STREAM SERVICES LIMITED

Privacy Policy

1. About this policy

This Privacy Policy explains how Fresh Stream Services Limited ("we", "us" or "our") collects, uses, stores and shares personal information when you visit our website or contact us. It applies to personal information processed in connection with this website and our business communications.

We aim to handle personal information fairly, lawfully and transparently, in accordance with applicable UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who is responsible for your information?

The data controller is:

Legal name: Fresh Stream Services Limited

Registered office: 63 Broad Green, Wellingborough, Northants, United Kingdom, NN8 4LQ

Company number: 10001575

Contact email: info@frugroltd.com

If another group company independently determines how and why it processes your information, that company may act as a separate data controller. Please identify any relevant group companies and their roles before publication.

3. Information we may collect

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

- Contact details you choose to provide, such as your name, business email address, telephone number and company.
- Information contained in messages or enquiries you send to us.
- Technical information about your visit, such as IP address, browser type, device information and website usage data, where collected.
- Cookie and similar technology information, in accordance with your cookie choices.

Please do not submit personal or confidential information through the website unless it is necessary for your enquiry.

4. How we use personal information and our lawful bases

We may use personal information to:

- Respond to enquiries and communicate with business contacts — generally on the basis of our legitimate interests or, where relevant, steps taken at your request before entering into a contract.
- Operate, administer, secure and improve the website — generally on the basis of our legitimate interests.
- Meet legal and regulatory obligations — where processing is necessary to comply with a legal obligation.
- Send business updates or marketing communications — where permitted by law, using consent or another lawful basis where applicable.

We will identify the appropriate lawful basis for each processing activity and will not use personal information for incompatible purposes.

5. Sharing your information

We may share personal information with service providers who support our website, IT, hosting, security, communications and business operations. They may only process information on our instructions where they act as our processors.

We may also share information with professional advisers, regulators, law enforcement bodies or other parties where required by law or necessary to establish, exercise or defend legal claims.

We do not sell personal information. Before publication, confirm the actual suppliers and any relevant group-company data sharing arrangements.

6. International transfers

If personal information is transferred outside the UK, we will ensure that an appropriate safeguard is in place where required by data protection law, such as UK adequacy regulations or an approved contractual safeguard. Please confirm whether any website, email, analytics or hosting suppliers store or access personal information outside the UK.

7. How long we keep information

We keep personal information only for as long as reasonably necessary for the purposes described in this policy, including to meet legal, accounting or reporting requirements and to resolve disputes. Retention periods depend on the type of information and why it is held.

We do not store or keep data related to enquiries for more than 90 days.

8. Your data protection rights

Subject to the conditions and exemptions in applicable law, you may have the right to request access to your personal information, ask for inaccurate information to be corrected, request erasure or restriction, object to certain processing, request data portability, and withdraw consent where processing is based on consent.

To exercise a right, contact us using the details in section 2. We may need to verify your identity before responding. You also have the right to complain to the Information Commissioner's Office (ICO): https://ico.org.uk/make-a-complaint/.

9. Security

We use appropriate technical and organisational measures designed to protect personal information. No website or method of electronic transmission can be guaranteed to be completely secure.

10. Links to other websites

Our website may contain links to third-party websites. Those websites have their own privacy practices, and we are not responsible for their content or policies. Please review their privacy information before providing personal information.

11. Changes to this policy

We may update this policy from time to time. The latest version will be published on this page with an updated “Last updated” date.

12. Last updated

1st November 2026.



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