Frabs

LEGAL · VERSION 4

Privacy Notice

How Frabs uses personal data on the website, in the Panel and in sales chat.

VERSION	APPLIES TO	GOVERNING LAW	CONTACT
FRABS_PN_V.4 OCTOBER 2026	Website visitors, customers and their team members	England and Wales	frabs.net info@frabs.net

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About this notice. This notice explains what personal data Frabs collects, why, how long it is kept and what rights you have. For questions or to make a privacy request, email info@frabs.net.

1. ABOUT THIS NOTICE

1.1 This notice explains how Frabs, the business that operates frabs.net, uses personal data. In this notice "Frabs", "we" and "us" mean that business. Words that start with a capital letter, such as Service and Panel, have the meaning they have in the Frabs Terms and Conditions.

1.2 It covers personal data that we collect when you visit frabs.net, create or use an account in the Panel at panel.frabs.net, use the sales chat, contact us, or pay for the Service.

1.3 It does not cover the network data that we process for our customers inside the Service, such as information about their servers and about their own customers. For that data the customer decides how it is used, and we act only on the customer's instructions under our Data Processing Agreement. If you are a customer of one of our customers and you have a question about that data, please contact that customer first.

1.4 Frabs is a service for businesses. We do not knowingly collect personal data from anyone under 18.

2. WHO IS RESPONSIBLE FOR YOUR DATA

2.1 For the personal data described in this notice, Frabs is the controller. This means that we decide why and how it is used.

2.2 You can contact us at info@frabs.net, or with the contact form at frabs.net/contact. If you cannot sign in to the Panel, use the contact form and choose Account Access. For a privacy request, put "Privacy request" in the subject line or choose Privacy as the topic.

2.3 Frabs is a small business and has not appointed a data protection officer. Privacy questions are handled by the person who runs Frabs.

3. WHAT WE COLLECT AND WHY

3.1 The table below shows the personal data we collect, where it comes from, why we use it and the legal basis that allows us to.

Data	Where it comes from	Why we use it	Legal basis
Account details: name, work email address, organisation name and your role in the account	You, when you sign up, or a colleague who invites you	To create and run your account and to send you messages about the Service	Contract
Sign-in and security data: sign-in codes, passkey public keys, device and browser details, IP address and sign-in times	You and your device	To keep accounts secure, spot misuse and tell you about sign-ins from new devices	Legitimate interests (keeping the Service secure)

Data	Where it comes from	Why we use it	Legal basis
Billing details: billing name, billing country, card type, last four digits of the card, invoices and payment status	You and Stripe	To take payment, issue invoices and keep tax records	Contract and legal obligation
Account activity: actions taken in the Panel, such as approvals and settings changes, shown in your audit log	Your use of the Panel	To give you an audit log, to support you and to keep the Service secure	Contract and legitimate interests
Support tickets: the messages and details you put in a ticket	You	To answer your request	Contract
Sales chat: name, email address, organisation, topic, your messages, IP address and browser details	You	To answer questions about buying Frabs and to prevent spam and abuse	Legitimate interests (answering enquiries and keeping chat safe)
Website and Panel visits: the pages you view and when, the website that sent you, your country, your browser and device type, and your IP address (the address itself for 30 days, then only as a one-way keyed hash). In the Panel, also which account and user you are	Your browser	To understand how frabs.net and the Panel are used so we can improve them, to keep them secure and to fix faults. Used only by Frabs, never shared or sold	Legitimate interests (improving and securing our website and Service)
Google Analytics on frabs.net, only if you accept it in the cookie banner: the pages you view, how you reached the site, your approximate location and your device and browser type, collected by Google with cookies	Your browser, through Google	To understand how frabs.net is used so we can improve it. Not used for advertising	Consent, which you can withdraw at any time with Cookie Settings
Error reports: if something goes wrong in your browser or on your server, the error, the page and your browser type, and for your server the details it reports about its own health	Your browser and your Frabs sensor	To find and fix faults	Legitimate interests (keeping the Service working)
Emails we send: delivery and bounce information	Our mail system	To make sure our messages reach you and to fix delivery problems	Legitimate interests

Data	Where it comes from	Why we use it	Legal basis
Emails you send us: your address and the message	You	To reply and to keep a record of the conversation	Legitimate interests and contract

3.2 Full card numbers are handled by Stripe and are not stored by us.

3.3 Where we rely on legitimate interests, we have considered your interests and rights and believe that they do not override ours. You can ask us about this at any time.

4. WHAT WE DO NOT DO

4.1 We do not sell personal data.

4.2 We do not use advertising cookies or tracking pixels. The only third-party analytics is Google Analytics on frabs.net, which loads only if you accept it in the cookie banner. We also measure visits to frabs.net and the Panel ourselves, on our own servers, without storing anything on your device for it, and we use the results only inside Frabs. Browsers that send a Do Not Track or Global Privacy Control signal are not counted. See the Frabs Cookie Policy.

4.3 We do not use tracking pixels or link tracking in our emails.

4.4 We do not send marketing emails. The emails we send are service messages, such as sign-in codes, alerts, invoices, ticket updates, trial reminders and changes to our terms.

4.5 We do not make decisions about you that have legal or similarly significant effects based only on automated processing.

5. WHO WE SHARE DATA WITH

5.1 Service providers. These companies help us to run Frabs and only receive what they need. They are Leaseweb (hosting), Stripe (payments) and Cloudflare (protecting forms and chat from bots). They are listed on the Frabs Sub-processors page. If you accept analytics cookies on frabs.net, Google also receives website visit data for Google Analytics.

5.2 Other people in your account. Other Authorised Users in your Panel account can see your name, email address, role and activity in the account's audit log.

5.3 Frabs staff. We may look at an account in read-only mode to give support or to keep the Service secure. We record a reason for each view, it lasts for a limited time, and it is shown in the account's own audit log.

5.4 Advisers. We may share data, under a duty of confidentiality, with accountants, insurers and legal advisers who help us to run the business.

5.5 Authorities and buyers. We may share data if the law requires it, to protect our rights or the safety of others, or with a buyer if the business is sold. A buyer would have to protect the data in the same way as set out here.

6. HOW LONG WE KEEP IT

6.1 We keep personal data only for as long as we need it for the reasons above. The usual periods are in the table.

Data	How long we keep it
Account details, account activity and support tickets	While your account is open, and for up to 60 days after it ends (30 days to export your records, then deletion within a further 30 days)
Billing records and invoices	For as long as the law requires for tax records, normally six years
Sales chat messages	12 months
IP addresses in sales chat	30 days, after which they are replaced with a salted hash that cannot be turned back into the address
Website and server logs	Up to 90 days
IP addresses in records of visits	30 days, after which only a one-way keyed hash is kept
Records of visits to frabs.net and the Panel	13 months. Daily totals that contain no personal data, such as the number of visits, are kept longer
Error reports	Until the fault is fixed, and then for up to 12 months
Sign-in and security logs	Up to 12 months
Email delivery logs	Up to 90 days
Record of staff actions on the Service	Up to 2 years

6.2 We may keep data for longer if we need it to deal with a legal claim or if the law requires it. Backup copies are deleted as the backups are replaced.

7. WHERE DATA IS PROCESSED

7.1 Our servers are in Amsterdam, in the Netherlands, and are run by Leaseweb. Data held there is covered by UK rules that allow data to move freely to the European Economic Area.

7.2 Stripe, Cloudflare and Google may process some data in other countries, including the United States. When data is transferred out of the UK, we use a lawful transfer method, such as an adequacy regulation or standard contract terms approved for use in the UK. You can ask us for details by emailing info@frabs.net.

8. YOUR RIGHTS

8.1 Under data protection law you have the right to:

(a) be told how your data is used, which is the purpose of this notice;

(b) ask for a copy of the personal data we hold about you;

(c) ask us to correct data that is wrong or incomplete;

(d) ask us to delete your data in some circumstances;

(e) ask us to restrict how we use your data in some circumstances;

(f) ask us to give you your data in a format that you can reuse, where we use it under a contract; and

(g) object to our use of your data where we rely on legitimate interests.

8.2 To use these rights, email info@frabs.net with "Privacy request" in the subject line. We may ask you to confirm who you are. We will reply within one month, and we do not charge a fee unless a request is clearly unfounded or excessive.

8.3 If you are not happy with how we have used your data, please tell us first so that we can put it right. You also have the right to complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

9. SECURITY

9.1 We protect personal data with technical and organisational measures that are described in the Frabs Security overview. If a breach of security affects your personal data and puts you at risk, we will tell you and, where the law requires it, the Information Commissioner's Office.

10. CHANGES TO THIS NOTICE

10.1 We may update this notice from time to time. The version and date are shown on the cover and in the header of every page. If we make an important change, we will tell Account owners by email at least 30 days before it takes effect. Earlier versions are available on request.

End of Frabs Privacy Notice · FRABS_PN_V.4 OCTOBER 2026