Cookie Policy

Version	Issue Date	Additions/ Alterations	Initials
1	17/07/2024	First issue authorised	KK
2	21/08/2026	Policy rewritten and updated for UK GDPR Compliance and governance. Logo updated	SC

Introduction

John Finch Computers Ltd ("JFC", "we", "our" or "us") uses cookies and similar technologies across its websites to improve functionality, enhance user experience, analyse website performance and maintain the security of our online services.

This Cookie Policy explains what cookies are, how we use them and the choices available to users regarding their use.

This policy applies to the following websites:

- https://jfc.support
- https://www.jfc.uk
- https://www.it-repairs.co.uk
- https://www.xytrondatarecovery.co.uk

JFC is the Data Controller for personal data collected through cookies and processes data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

What Are Cookies?

Cookies are small text files placed on your computer, tablet or mobile device when you visit a website.

Cookies help websites function efficiently, remember user preferences, improve website performance and provide information about how visitors use a website.

Some cookies may process personal data when combined with other information.

Types of Cookies We Use

Strictly Necessary Cookies

These cookies are essential for the operation of our websites and enable core functionality such as page navigation, security features and access to secure areas.

The website cannot function properly without these cookies.

Examples may include:

- Security cookies
- Session management cookies
- Website functionality cookies

Performance and Analytics Cookies

These cookies help us understand how visitors use our websites by collecting information about:

- Pages visited
- Time spent on pages
- Website performance
- User navigation

Information collected through these cookies helps us improve our websites and services.

Where required by law, these cookies will only be placed with your consent.

Functional Cookies

Functional cookies allow our websites to remember preferences and settings selected by visitors.

These cookies may be used to:

- Remember cookie preferences
- Improve website usability
- Support website functionality

Security Cookies

JFC uses technologies that help protect our websites from malicious activity, cyber-attacks and unauthorised access.

These technologies may include cookies or similar mechanisms used by website security platforms.

Third-Party Cookies

Some third-party services integrated into our websites may place cookies on users' devices.

Examples may include:

- Website hosting providers

- Security services
- Google services such as Maps or reCAPTCHA
- Website performance tools

We do not control third-party cookies and recommend reviewing the privacy information provided by the relevant third parties.

How We Use Cookies

We use cookies to:

- Ensure our websites function correctly.
- Maintain website security.
- Remember user preferences.
- Analyse website traffic and performance.
- Improve the user experience.
- Detect and prevent fraudulent or malicious activity.
- Support essential website functionality.

Cookie Consent

When required by law, visitors will be presented with a cookie banner allowing them to:

- Accept all cookies.
- Reject non-essential cookies.
- Manage cookie preferences.

Strictly necessary cookies may be placed without consent as they are required for the operation and security of the website.

Managing Cookies

You can control and manage cookies through your web browser settings.

Most browsers allow you to:

- View stored cookies.
- Delete cookies.
- Block cookies.
- Configure alerts when cookies are used.

Please note that disabling certain cookies may impact website functionality and performance.

How Long We Keep Cookie Data

Cookie retention periods vary depending on the type and purpose of each cookie.

Some cookies are deleted automatically when a browsing session ends, while others remain for a specified period to remember preferences or support website functionality.

Where personal data is processed, information will only be retained for as long as necessary for the purpose for which it was collected.

For further information regarding retention periods, please contact us using the details below.

Your Rights

Under UK data protection legislation, you may have the right to:

- Access your personal data.
- Request correction of inaccurate personal data.
- Request erasure of personal data.
- Restrict processing.
- Object to processing.
- Request transfer of your personal data to another organisation.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Commissioner's Office (ICO).

To exercise these rights, please contact us using the details below.

Third-Party Websites

Our websites may contain links to third-party websites.

JFC is not responsible for the privacy practices, security or content of external websites. Users should review the privacy and cookie policies of any third-party sites they visit.

Contact Us

If you have any questions regarding this Cookie Policy or the use of cookies on our websites, please contact:

Project and Compliance Manager
John Finch Computers Ltd

Mortimer House
Holmer Road
Hereford
HR4 9TA

Email: gdpr@jfc.support
Telephone: 0800 368 8668

How to Complain

If you are concerned about how your personal data is processed, please contact us in the first instance at:

gdpr@jfc.support

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

https://ico.org.uk

Review

This Cookie Policy will be reviewed annually, or sooner where there are significant changes to:

- Applicable legislation.
- Website functionality.
- Cookie technologies.
- Data processing activities.
- Regulatory guidance.

All revisions will be recorded within the version control section of this document.