



Privacy Policy

Effective Date: March 2025 **Last Updated:** March 2025

Welcome to First Step Media ("we," "us," or "our"). We value your trust and are committed to safeguarding your privacy. This Privacy Policy explains how we collect, use, and protect information when you visit our website [www.firststepmedia.co.uk] (the "Website") or use our services. Please read this carefully, and if you have any concerns, reach out to us at websites@firststepmedia.co.uk

1. Information We Collect - We may collect and process the following types of information:

- **Personal Information:** Such as your name, email address, phone number, and business details when you fill out forms, request a quote, or contact us.
- **Website Content:** Any media, text, or other content you provide when requesting a website build.
- **Payment Details:** Limited financial information necessary for transactions, processed securely via third-party payment processors.
- **Non-Personal Information:** Collected through cookies or analytics tools, including IP address, browser type, and website usage data.

2. How We Use Your Information - We use the information collected to:

- Deliver our website-building services and respond to your inquiries.
- Customize your user experience and provide tailored recommendations.
- Communicate updates, offers, or important service announcements.
- Conduct website analytics to improve our services.

3. Data Sharing and Disclosure - We do not sell or lease your personal information to third parties. However, we may share data with:

- **Service Providers:** Trusted third-party companies supporting our operations, such as hosting providers or payment processors.
- **Legal Compliance:** Authorities when required to comply with applicable laws or protect our rights.

4. Cookies and Tracking Technologies - We use cookies to enhance website functionality and improve your experience. These include:

- **Essential Cookies:** Necessary for website operation.
- **Analytics Cookies:** To analyse user behaviour and improve services. You can adjust your browser settings to disable cookies; however, some features may be unavailable.

5. Data Retention and Security - We retain your information only for as long as necessary to fulfil our services and comply with legal obligations. We implement strict security measures, but please note that no method of online transmission is entirely secure.

6. Third-Party Links - Our Website may link to third-party services (e.g., hosting providers or design tools). We are not responsible for their privacy practices. Please review their policies before engaging.

7. Your Rights - Depending on your jurisdiction, you may have rights such as:

- Accessing or correcting your personal data.
- Requesting data deletion or restricting processing.
- Opting out of communications (e.g., newsletters).

To exercise these rights, please contact us at websites@firststepmedia.co.uk

8. Children's Privacy - Our services are not directed at individuals under the age of 18. We do not knowingly collect information from children.

9. Updates to This Policy - We may revise this Privacy Policy as needed. Any updates will be posted on this page with the "Last Updated" date.

10. Contact Us - If you have questions or concerns, please contact us at:

First Step Media

www.firststepmedia.co.uk

websites@firststepmedia.co.uk