

Annex no.1

## INFORMATION NOTICE ON THE PROCESSING OF PERSONAL DATA

-in force as of 23.03.2026-

Fiber One Ltd., a limited liability company under English law, whose registered office and place of business are at 12 New Fetter Lane, EC4A 1JP, London, United Kingdom, and registered with the Trade Register under number 14447294, HMRC number 63352 26295, (hereinafter referred to as “Company” or the “Operator”),

Having regard to:

- the provisions of [UK General Data Protection Regulation](#) (UK GDPR, hereinafter referred to as the "Regulation"), [Data Protection Act 2018](#) and the [Privacy and Electronic Communications Regulations \(PECR\)](#) ; [The Data \(Use and Access\) Act 2025](#) (“DUAA”, “the Act”);
- the fact that the Operator has concluded with you, as a Customer, hereinafter referred to as the "Customer", one or more contracts for the provision of electronic communications services, hereinafter referred to as the "Contract" or "Contracts", as the case may be,

The Operator issues this Notice regarding the processing of personal data, hereinafter referred to as the "Notice", as follows:

I. The contact details of the Operator are those mentioned in the preamble.

II. The contact details of the data protection officer (DPO) are: email: [privacy@digi.uk](mailto:privacy@digi.uk), online form (SAR): [www.digi.uk/en/personal-data](http://www.digi.uk/en/personal-data) , postal address Fiber One Ltd, Unit 6-7, Harrier Court, Woodside Road, Luton, LU14DQ, United Kingdom, phone: 02071757511 .

III. The personal data, the purposes of the processing of personal data, the legal basis for the processing, the legitimate interests pursued by the Operator or a third party, the recipients or categories of recipients of the processing of personal data, the intention of the Operator to transfer personal data to a third country (outside the EU and the European Economic Area) or international organization, the existence or absence of a decision of the European Commission on the adequacy or, in the case of transfers provided for by art. 46, 47, 49, para. (1), second paragraph of the Regulation, a reference to the appropriate or corresponding safeguards and to the means of obtaining a copy thereof, if they have been made available, the period of storage of personal data or, if not possible, the criteria used to determine this period are highlighted in the annexes (relating to each electronic communications service) which are an integral part of this Notice.

IV.1. What are your rights?

As a data subject (natural person), you have the following rights under the Regulation:

### a) Right of access

What you need to know:

You can obtain from us confirmation as to whether or not we are processing personal data concerning you and, if so, you will have access to the following information:

- the categories of personal data concerned;
- the purposes of the processing;
- the recipients or categories of recipients to whom the personal data have been or are to be disclosed, in particular in countries outside the EU and the European Economic Area or international organisations, with a reference to the appropriate safeguards in the latter case;

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- where possible, the storage period or, if not possible, the criteria used to determine this period;
- the fact that you can lodge a complaint with the supervisory authority and that you can request us to rectify, erase your personal data, restrict their processing or object to processing;
- the source of the collection of your personal data, if we collect them from someone other than you;
- the existence of an automated decision-making process, including profiling and, at least, the logic used, the significance and the envisaged consequences of such processing for you.

We assure you that:

- you will receive from us a copy of the personal data processed;
- you can request and receive a response from us in any way you wish (including email).

Important to note:

- we may charge you a fee, based on administrative costs, if you request more than one copy;
- your right to request a copy, as set out above, must not prejudice the rights and freedoms of others.

## **b) the right to rectification of personal data**

What you need to know:

- you have the right to obtain from us the rectification of inaccurate personal data;
- you have the right to obtain the completion of incomplete personal data.

## **c) the right to erasure of personal data**

What you need to know:

You have the right to obtain from the Operator the erasure of personal data concerning you, without undue delay, under certain conditions:

- the personal data are no longer necessary for the purposes for which they were collected or processed;
- you withdraw your consent if the processing is based on consent or the processing concerns special personal data, is based on consent and there is no other legal basis for the processing;
- You object to the processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Controller or the processing is based on a legitimate interest of the Controller or of a third party and there are no overriding legitimate grounds for the processing or you object to the processing based on direct marketing, including profiling for direct marketing purposes;
- the personal data have been processed unlawfully;
- the personal data must be erased for compliance with a legal obligation to which the Controller is subject, unless the processing is necessary: for the exercise of the right to freedom of expression and information; for compliance with a legal obligation; for archiving purposes in the public interest, scientific or historical research purposes or for statistical purposes; for the establishment, exercise or defence of legal claims.

## **d) right to restriction of processing**

What you need to know:

You have the right to obtain from us restriction of processing under certain conditions:

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- if you exercise your right to object, while we are verifying the accuracy of your personal data;
- if the processing is unlawful and you oppose the erasure of your personal data and request us to restrict their use;
- while we are verifying whether our legitimate rights override yours, in the situation where you have objected to the processing for reasons relating to your particular situation;
- we no longer need the personal data and you request them for the establishment, exercise or defence of legal claims.

We assure you that we will inform you before the restriction of processing is lifted for the 4 situations mentioned above.

### **Important to note:**

- if the restriction of processing has occurred in the 4 situations mentioned above, processing may take place, with the exception of storage, only on the basis of your prior consent for the establishment, exercise, defense of a right in court or for the protection of the rights of another natural or legal person for reasons of important public interest of the EU or a Member State.

### **e) the right to data portability**

#### What you need to know:

- you have the right to obtain from us, in a structured, commonly used and machine-readable format, the personal data concerning you which you have provided to us and you also have the right to request the transmission of these data to another controller;
- the exercise of the two aforementioned rights may take place if the following conditions are met cumulatively: (i) the processing by us is based on your consent and includes special personal data or 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; (ii) the processing of personal data is carried out by us by automated means; (iii) the exercise of the right to data portability does not prejudice the right to erasure of data and does not affect the rights and freedoms of others.

### **f) right to object**

#### What you need to know:

- you can object at any time to the processing where it is necessary (i) for the performance of a task carried out in the public interest or in the exercise of official authority vested in us, including profiling based on these grounds (ii) for our or a third party's legitimate interests. We will stop the processing unless there are compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims;
- you can object at any time to the processing for direct marketing purposes, including profiling, if such profiling is related to direct marketing;
- when the processing is carried out for statistical, scientific or historical research purposes, you can object to the processing of your data, unless the processing is necessary for the performance of a task carried out in the public interest.

### **g) the right to withdraw consent at any time**

#### What you need to know:

You can withdraw your consent at any time, without affecting the validity of previous processing, in the case of processing based on consent.

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h) the right to lodge a complaint with the supervisory authority

You have the right to lodge a complaint directly by contacting the Information Commissioner's Office (<https://ico.org.uk/>).

### **i) the right not to be subject to a decision based solely on automated processing, including profiling**

What you need to know:

- you have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you;
- the above does not apply (i) where the decision based solely on automated processing, including profiling, is necessary for the conclusion of a contract between you and a data controller; (ii) where the decision based solely on automated processing, including profiling, is authorised by EU or national law which also lays down suitable measures to safeguard your rights, freedoms and legitimate interests or (iii) where the decision based solely on automated processing, including profiling, is based on your explicit consent;
- in the cases referred to in sub-points (i) and (iii) above, you will have the right to obtain human intervention on our part, to express your point of view and to contest the decision.

### **j) the right to directly address the courts.**

IV.2. Important aspects of your rights

#### **a) the deadline for responding to your requests**

The standard response period is one month (one calendar month from the date of receipt); if the formulation of the response requires the analysis of a large volume of documents/information, the opinion of third parties, etc., this period may be extended by a maximum of 2 months, meaning that we will inform you about this aspect within the initial one month period.

#### **b) access restriction**

In certain situations, we may not be able to grant you access to all or part of your personal data due to legal restrictions. In such a case, we will communicate the reason for this refusal.

#### **c) impossibility of identification**

In certain cases, we may not be able to identify your personal data due to the identification elements you provide us with in the request. In such cases, if we cannot identify you as the data subject, we cannot process your request in accordance with this section, unless you provide us with additional information that allows us to identify you. We will inform you and give you the opportunity to provide us with such additional details.

#### **d) exercising your rights.**

To exercise your rights, except for the right to appeal to the courts, you can send us a written, signed and dated request, by the means provided in art. II (email, fax or by post) or you can come to our stores or visit <https://www.digi.uk/>.

V. The operator does not use the decision-making process based exclusively on automated processing, including the creation of profiles, which produces legal effects that concern you or similarly affect you to a significant extent.

**The provision of personal data is an obligation for the conclusion of the Contract(s).**

VI. The operator: (i) if it intends to process personal data for a purpose other than that for which they were collected, will provide, prior to this further processing, information on the respective secondary purpose and any other relevant additional information; (ii) applies appropriate technical and organizational measures for the processing of personal data in accordance with the law and ensures their confidentiality, in accordance with the law; (iii) may periodically update this Notice and the related annexes, with the publication of any changes on <https://www.digi.uk/> and with your notification. Therefore, we recommend that you periodically visit <https://www.digi.uk/> .

VII. In the event that: (i) you visit any of the Operator's websites, detailed information regarding personal data is available on those websites and you can access them (such as, Privacy Policy, Cookie Policy); (ii) you call the Operator, if the conversation is recorded, you will be warned by voice message at the beginning of that conversation, and you will be able to express your option in this regard; (iii) access any of the applications managed by the Operator, detailed information regarding personal data is contained in the respective applications and/or the Operator's websites hosting these applications (e.g. My Account application).

VIII. a) If the Operator undergoes a reorganization or sale procedure to other entities, your data will be communicated to those entities, in accordance with the law.

b) The Operator concludes service provision contracts with persons who are at least 18 years old.

The Customer's consent (according to Art. 6 (1)a of the Regulation, as the basis for processing) regarding commercial communications for electronic communications services (which may also include events, news, activities of the Operator) for the purpose of promoting the Operator's services and activities:

<b>SMS</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<b>Fixed Voice</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<b>Mobile Voice</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<b>Email</b> - If we have your email address on file when you purchase a service from us, we may send you commercial communications via email regarding similar products and services. However, you can express (update) your option through this document or by unsubscribing, on the occasion of each communication.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

You can withdraw your consent at any time by contacting us -see above section II. The contact details of the data protection officer (DPO).

IX. This Note is an integral part of the Contract/Contracts.

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