



Privacy policy

In force from 29 October 2026

This policy explains what personal data KY Top Fence Ltd. ("TopFence", "we") collects through topfence.cy, why, how long we keep it and what rights you have under the General Data Protection Regulation (GDPR).

WHO WE ARE

KY Top Fence Ltd., Oikia "A" N:3, 7530 Ormideia, Larnaca district, Cyprus. Email: aluminium.cyprus@gmail.com. We are the controller of the data described here.

WHAT WE COLLECT AND WHY

- **A request for a quote**, from the full form or the short forms on the home page and on a service page: your name, phone, email, what you need, the town and the kind of place, the rough size, your notes, the photos you add and the language you want us to call you in. We use them to prepare your quote, to call or write to you about it and, if you accept it, to make and install the work.
- **Following a request**: the request number and the last four digits of your phone, to show you where your request stands. A question you send about a quote comes to us by email.
- **A message from the contact page**: your name, email, your phone if you give it, and your message. It is sent to our mailbox so we can answer you; the website does not keep it.
- **Technical data**: your IP address and the time of a visit, kept for a short time in the server log and used to protect the forms from abuse. With a request for a quote we also keep the IP address and the browser it was sent from, for as long as the request, to tell a real request from abuse and to link the requests of one client.

The legal basis is the steps you ask us to take before a contract (Article 6(1)(b) GDPR) and our legitimate interest in keeping the website secure (Article 6(1)(f)). Statistics and advertising cookies are used only with your consent (Article 6(1)(a)); see the cookie policy.

HOW LONG WE KEEP IT

- We keep your requests, with their photos and quotes, as the history of our work with you.
- They are deleted five years after the last activity on any of them, such as a new request, a call or an email.
- You can ask us to delete them earlier at any time.

- The photos and the PDF of a quote are deleted together with their request.
 - The nightly safety copies of the database on our server are kept for 14 days, so deleted data is gone from them 14 days later.
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WHO RECEIVES IT

Your data is not sold or passed on for marketing. It is processed for us by our hosting provider (Superhosting.BG, Bulgaria, in the European Union), which keeps the website and its database, and by Google, which hosts our mailbox aluminium.cyprus@gmail.com. Only with your consent, Meta and Google receive data for statistics and advertising, as the cookie policy describes. With your consent to advertising cookies, when you send a request, we accept your order or arrange a visit, Meta also receives from our server (Meta Conversions API) the name, phone, email and town of the request in a hashed, unreadable form, with the IP address and the browser of the request, so that it can measure our adverts.

YOUR RIGHTS

You can ask us for a copy of your data, to correct it, to delete it, to restrict or object to its use, and to receive it in a portable form. Where we rely on your consent, you can withdraw it at any time; this does not affect what was done before. Write to aluminium.cyprus@gmail.com; we answer within one month.

You can also complain to the Commissioner for Personal Data Protection of Cyprus (www.dataprotection.gov.cy).

CHANGES

When this policy changes, the new version is published on this page with its date.