FRONTIER PUBLICATION / GOVERNANCE & ASSURANCE

Website Policies and Data Rights

The privacy, data-rights, cookie, website-use, research and professional-data position for Frontier's public digital environment.

FIG-PUB-WEB-01
Edition 1.1
Effective 20 October 2026
Public document

SECTION 00

How to use this document

This publication brings Frontier’s principal public website policies into one controlled, readable document.

It applies to Frontier’s corporate website and the interactions described here. A specific client programme, contract, recruitment process, event, platform or research activity may require additional information. Where a more specific notice applies, it should be read with this document.

DOCUMENT	POSITION
Reference	FIG-PUB-WEB-01
Status	Public · controlled publication
Edition	1.1
Effective date	20 October 2026
Owner	Frontier privacy, legal and publication governance
Review	At least annually, and sooner after a material change in law, processing, technology, service design or website functionality.

Policy map

01 **Privacy policy**
What personal information is used, why, where it comes from and with whom it may be shared.

02 **Data protection statement**
The principles and governance applied to personal information.

03 **Cookies and similar technologies**
The current technology position and how future changes will be handled.

04 **Website terms of use**
The permitted use, limitations and intellectual-property position for the website.

05 **Data rights and complaints**
How to exercise rights, object or raise a concern.

06 **Research and source standards**
How Frontier approaches public evidence, licensing, correction and publication.

07 **Information security approach**
The public security position without exposing protective detail.

08 **Client assurance**
The route from public commitment to proportionate diligence.

09 **Professional data transparency**
Information for people whose business details come from public or third-party sources.

Who Frontier is

CORPORATE PARTICULAR	INFORMATION
Registered company name	FRONTIER INSIGHT GROUP LIMITED
Company number	17529472
ICO registration	ZC279086
Place of registration	England and Wales
Registered office	71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom
Website	frontierinsightgroup.co.uk

SECTION 01

Privacy policy

Frontier aims to explain its use of personal information in language a person can understand and act upon.

For the activities described in this document, FRONTIER INSIGHT GROUP LIMITED is normally the controller of the personal information. Frontier's Information Commissioner's Office registration reference is **ZC279086**. This means Frontier determines why and how the information is used. In some client arrangements Frontier may act as a processor under the client's written instructions; the contract and relevant notice will explain that position.

Information Frontier may use

CATEGORY	EXAMPLES
Identity and professional details	Name, role, employer, professional responsibilities and public profile information.
Contact details	Business email, business telephone number, postal address and communication preferences.
Interaction information	Enquiries, correspondence, meeting notes, document requests and responses.
Website and device information	IP address, browser or device details, request time, page route, security and diagnostic records.
Research and market context	Public organisational, sector, funding, operational, procurement and professional information relevant to Frontier's work.
Contract and service information	Client contacts, instructions, access records, deliverables, support records and commercial administration.

Frontier does not seek to collect special-category or criminal-offence information through its general website. If such information becomes necessary for a specific lawful activity, the purpose, legal condition and additional protections will be considered separately.

Sources

Information may come directly from the person, their organisation, a client acting within its authority, public registers, official publications, organisational websites, professional sources, event or network interactions, and service providers supporting the relevant purpose. Public availability does not by itself remove Frontier's duties of fairness, accuracy and transparency.

Purposes and lawful bases

PURPOSE	TYPICAL LAWFUL BASIS
Responding to an enquiry or taking steps requested before a contract	Legitimate interests and, where applicable, steps at the person's request before entering a contract.
Delivering, administering and supporting a client service	Contract, legitimate interests and legal obligation, depending on the relationship.
Researching organisations, markets and professional context	Legitimate interests, subject to necessity, reasonable expectations, impact and safeguards.
Relevant business communication and relationship development	Legitimate interests or consent where consent is required; electronic marketing rules are considered separately.
Publishing research, commentary and professional material	Legitimate interests, with additional consideration of accuracy, fairness, source rights and individual impact.
Website operation, security, abuse prevention and diagnostics	Legitimate interests and legal obligation where applicable.
Compliance, claims, records and protection of legal rights	Legal obligation and legitimate interests.

Where Frontier relies on legitimate interests, it considers the purpose, necessity and effect on the individual. It does not rely on legitimate interests where the person's rights and freedoms override the stated interest. Where consent is used, it can be withdrawn for future processing.

Sharing

Personal information may be shared with authorised Frontier personnel, professional advisers, relevant client representatives, and suppliers that provide necessary hosting, communication, document, security or operating support. Information may also be disclosed where required by law, a regulator, a court or to protect legal rights. Frontier does not sell personal information.

A supplier is given access only where needed for the relevant purpose and is subject to an appropriate contractual and security position. Frontier does not publish a list of its operating stack as a substitute for explaining the processing or governing supplier risk.

International access and transfers

Some supporting services may process information outside the United Kingdom. Where a restricted transfer occurs, Frontier uses an available lawful transfer mechanism and considers whether additional safeguards are appropriate. The specific position depends on the service, information and destination in use at the time.

Retention

Frontier keeps personal information only for as long as it is reasonably needed for the purpose, legal or contractual requirements, the protection of rights and an appropriate record of decisions. Retention is reviewed by record type and context. Information may be retained for longer where a legal hold, dispute, regulatory requirement or overriding security need applies, and for less time where the purpose is complete or an effective objection requires earlier restriction or deletion.

RECORD TYPE	RETENTION APPROACH
General enquiry	Reviewed after the enquiry or relationship becomes inactive; unnecessary material is deleted or minimised.
Client and contract record	Retained for the relationship and an appropriate period afterwards for service, tax, legal and claims purposes.
Research evidence	Retained while relevant to the stated purpose, with currency, source rights and individual impact reviewed.
Objection and suppression record	A minimum record may be retained to respect the person’s choice and prevent future contact.
Security and diagnostic record	Retained for a limited period proportionate to security, investigation and operational need.
Published material	Maintained, corrected, archived or withdrawn according to its continuing public and evidential value.

Automated decision-making

Frontier does not use the general website interaction described here to make solely automated decisions about individuals that produce legal or similarly significant effects. Specialist systems may help organise or analyse information, but consequential decisions and external representations remain human-directed.

Security

Frontier applies proportionate technical and organisational measures intended to protect information against unauthorised access, alteration, loss, disclosure or unavailability. No internet service can guarantee absolute security. Protective detail is not routinely published, but relevant evidence may be considered through a controlled assurance process.

SECTION 02

Data protection statement

Frontier’s data protection position is based on responsibility for purpose, necessity, fairness and control across the information lifecycle.

PRINCIPLE	FRONTIER POSITION
Lawfulness, fairness and transparency	Identify a lawful basis, consider reasonable expectations and provide clear information.
Purpose limitation	Use information for defined and compatible purposes, not silent secondary purposes.
Data minimisation	Use information that is relevant and reasonably necessary for the purpose.
Accuracy	Use suitable sources, record material uncertainty and correct known material errors.
Storage limitation	Retain information only for an appropriate period and review continued need.
Integrity and confidentiality	Control access, sharing, service use, incident response and disposal.
Accountability	Maintain evidence of decisions, assessments, requests, incidents and material changes.

Privacy by design

New or materially changed processing is considered before launch. The review asks what problem is being solved, whether personal information is necessary, what people reasonably expect, what could go wrong and what controls reduce the impact. A data protection impact assessment is completed where the planned processing is likely to create high risk that cannot be adequately understood through the ordinary review.

Accuracy and challenge

Frontier distinguishes source fact, interpretation and client hypothesis. Where personal information contributes to a material conclusion, relevance and currency are considered. A challenge may result in correction, annotation, restriction, removal or a decision to retain the information with an explanation of the lawful basis and the person’s complaint route.

SECTION 03

Cookies and similar technologies

The current website is designed to operate without Frontier intentionally setting non-essential analytics or advertising cookies.

At the effective date of this policy, Frontier does not intentionally use advertising cookies, cross-site behavioural tracking or optional analytics cookies on the corporate website. The website and its hosting or security infrastructure may process essential technical information needed to deliver pages, maintain security, prevent abuse and diagnose faults. This may include server or network records even where no browser cookie is set by Frontier.

Current categories

CATEGORY	CURRENT POSITION	CHOICE
Strictly necessary	May be used where needed to deliver, protect or maintain the website.	These functions cannot always be disabled without affecting the service.
Preferences	Not intentionally used at publication for optional personalisation.	A choice will be provided before optional use is introduced where required.
Analytics	No non-essential analytics cookies are intentionally set by Frontier at publication.	Consent controls will be introduced before any consent-requiring analytics use.
Advertising	Not used by Frontier on the corporate website at publication.	Frontier will update this policy and obtain the required choice before introduction.

Change control

Before adding a technology that stores or accesses information on a person’s device, Frontier will identify its purpose, provider, duration and legal basis, assess whether consent is required and provide an appropriate control. This policy will be updated when the website’s actual use changes.

Browser controls

Most browsers allow people to view, block or delete cookies. Blocking strictly necessary functions may affect website availability or security. Browser settings do not replace a consent control where Frontier is legally required to provide one.

SECTION 04

Website terms of use

The website is provided to explain Frontier, publish its thinking and allow visitors to inspect its operating position.

By using the website, a visitor agrees to use it lawfully and in a way that does not compromise the website, its content, other users or any connected service. If a visitor does not accept these terms, they should not continue to use the website.

Permitted use

- Read, download and share public material for legitimate internal evaluation, research and discussion, with Frontier's authorship and any source conditions preserved.
- Quote limited extracts fairly, in context and with an appropriate reference to Frontier and the publication.
- Link to public pages without implying Frontier endorses the linking organisation, product or conclusion.

Prohibited use

- Unauthorised access, security testing, interference, scraping that imposes an unreasonable load, or attempts to bypass an access restriction.
- Republishing a substantial part of the website or a Frontier publication as another party's product, dataset or training corpus without permission.
- Using the website or its content unlawfully, deceptively, to infringe rights, or to present an illustrative example as a verified client result.
- Removing copyright, version, limitation, source or attribution information from a document or extract.

Intellectual property

Unless stated otherwise, the website design, Frontier marks, original text, graphics, frameworks and publications are owned by or licensed to FRONTIER INSIGHT GROUP LIMITED. Third-party rights remain with their respective owners. No licence is granted except the limited right to use public material as described above or as required by law.

Accuracy, availability and reliance

Frontier aims to keep public material accurate and current, but information can change and no website publication is a substitute for advice or a decision based on the visitor's specific circumstances. The website may be changed, withdrawn or unavailable. To the fullest extent permitted by law, Frontier excludes implied warranties and is not responsible for loss caused solely by reliance on general public information where the specific context has not been considered. Nothing excludes liability that cannot lawfully be excluded.

External links

A link to another organisation is provided for context or evidence. Frontier does not control the external service and does not adopt every statement, security practice or privacy position on it. Visitors should read the external terms and policies that apply.

Governing law

These website terms are governed by the laws of England and Wales. The courts of England and Wales will have non-exclusive jurisdiction, subject to any mandatory rights that apply to a visitor.

SECTION 05

Data rights and complaints

People can ask Frontier to explain, correct, restrict or stop relevant uses of their personal information.

Depending on the circumstances and applicable law, a person may have rights to be informed, obtain access, correct inaccurate information, request erasure, restrict processing, receive portable information, object, withdraw consent and challenge certain automated decisions. The rights do not all apply in every circumstance.

How to make a request

Write to **privacy@frontierinsightgroup.co.uk** with the right or concern, enough information to identify the relevant record and any helpful context. Frontier may ask for proportionate identity evidence or clarification, particularly where disclosure could affect another person or confidential information.

Frontier will acknowledge and assess the request, search relevant systems, involve the responsible owner and respond within the legal timeframe. Ordinarily this is one month. A lawful extension may apply to a complex request or multiple requests; if so, Frontier will explain the extension within the initial period.

Objections to direct marketing

A person can object to the use of their personal information for direct marketing at any time. Frontier will stop the affected marketing and may retain a minimal suppression record so the preference continues to be respected. Each direct electronic marketing message should identify the sender and provide an effective opt-out route.

Complaints

Please raise a concern with Frontier first through **privacy@frontierinsightgroup.co.uk** so it can be investigated. Frontier’s ICO registration reference is **ZC279086**. A person also has the right to complain to the Information Commissioner’s Office. Current details are available at **https://ico.org.uk/make-a-complaint/**. Frontier will not disadvantage a person for making a good-faith privacy complaint.

SECTION 06

Research, sources and intelligence standards

Frontier's public authority depends on showing how a conclusion was reached and where its limits sit.

Frontier uses official, primary and authoritative sources where they can answer the question, supplemented by relevant professional and organisational material. A source is assessed for authority, proximity, date, scope, independence and permitted use. Material contradictions are retained and explained.

Publication standard

STANDARD	PUBLIC POSITION
Provenance	Material findings identify or retain the source and publication date.
Context	The relevant organisation, market, period, definition and comparison are clear.
Interpretation	Frontier's judgement is distinguishable from source fact and client hypothesis.
Limitations	Missing evidence, uncertainty and reasonable alternative explanations are visible.
Rights and licences	Copyright, database, licence, confidentiality and access conditions are considered.
Correction	Material errors are corrected and substantive changes are versioned or explained.

Copyright and fair dealing

Frontier does not reproduce substantial third-party material merely because it is publicly accessible. Quotations are limited and attributed. Summaries are written in Frontier's own words. Licences, database rights, website terms and statutory exceptions are considered before material is reused or redistributed.

Research involving professional information

Where identifiable professional information is relevant, Frontier considers necessity, reasonable expectations, likely impact, source quality, transparency and the person's rights. Information is not treated as accurate or fair merely because it appears in an online profile or public register.

SECTION 07

Information security approach

Frontier publishes the control intent while keeping architecture, credentials and exploitable protective detail restricted.

Security is considered across collection, storage, access, use, sharing, monitoring, incident response, continuity and disposal. Controls are selected according to the information, the service and the impact of compromise. Access is limited to a defined purpose and is reviewed when a role, service or commission changes.

Public control themes

Access

Authorised access, appropriate authentication and removal or change when no longer required.

Information handling

Approved routes, minimum necessary sharing and separation of client contexts.

Change

Review of material service, source, workflow and supplier changes before normal use.

Monitoring

Proportionate records of significant access, exceptions, incidents and corrective action.

Continuity

Defined ownership, handover, critical dependencies and recovery priorities.

Incident response

Containment, assessment, notification where required, recovery and lessons.

Reporting a concern

A suspected security or information-handling concern can be sent to **assurance@frontierinsightgroup.co.uk**. Please avoid including passwords, credentials or unnecessary personal information. Frontier will triage the report and arrange a suitable protected route if sensitive evidence is required.

SECTION 08

Client assurance and responsible intelligence

The website's public commitments are the first layer of assurance, not the final word on a specific commission.

A client can review Frontier's public policies and standards, define the service and information boundary, request focused evidence for the material risks, agree the contractual and mobilisation position, and examine operating records during delivery. Evidence is disclosed proportionately and may require confidentiality or an alternative review method.

Responsible systems

Specialist systems may support research, comparison, monitoring, structuring, drafting and quality control. Human owners retain authority for purpose, material classification, client-facing conclusions and external action. Frontier does not claim that a system's output is independently verified merely because it was generated consistently or at scale.

What is not routinely published

- Credentials, secrets, protective configurations or detailed security architecture.
- Client-confidential information, unrelated client evidence or contract-restricted material.
- Internal threat, incident, vulnerability or negotiation playbooks.
- Supplier materials that Frontier is not authorised to redistribute.
- Personal information that would make public disclosure unfair, unsafe or unlawful.

Assurance enquiries

Send a defined request to **assurance@frontierinsightgroup.co.uk**. State the proposed service, the information involved, the control questions and the decision deadline.

SECTION 09

Professional data transparency

This section is for people whose business contact or professional information Frontier obtains from a public or third-party source.

The controller is FRONTIER INSIGHT GROUP LIMITED. Frontier may use a person's name, professional role, employer, business contact details, public statements and relevant organisational context to conduct business research, understand a market, maintain accurate professional records, develop relevant business relationships, support a client commission or communicate appropriate professional information.

The typical lawful basis is legitimate interests, subject to the purpose, necessity and balancing assessment. Consent is used where the law requires it or the activity is designed around consent. Electronic marketing requirements are considered separately, including the different position that can apply to corporate subscribers, sole traders and certain partnerships.

Source types and recipients

Information may come from official registers, public-sector publications, organisational websites, professional profiles, sector directories, events, professional interaction, clients acting within their authority and data or research services. It may be used by authorised Frontier personnel and relevant client personnel, and processed by suppliers that support the stated purpose under an appropriate contractual position.

Transparency timing

Where Frontier obtains personal information from another source, it provides privacy information within the period required by law, and no later than the first relevant communication or disclosure where that occurs sooner, unless a lawful exception applies. Public availability alone is not treated as an automatic exception.

Your choices

You can ask what information Frontier holds, correct it, object to relevant processing or direct marketing, or raise another data-rights request by writing to **privacy@frontierinsightgroup.co.uk**. Please include enough context to locate the record. A minimal suppression record may be kept to ensure an objection continues to be respected.

Current legal context

This policy is intended to reflect the UK GDPR, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 and relevant amendments, including the Data (Use and Access) Act 2025. Frontier will update the policy when legal changes or authoritative guidance materially alter the position.

SECTION 10

References and version position

Frontier's policy should be checked against current law, authoritative guidance and the organisation's actual operating practice.

Principal public references

- Information Commissioner's Office, Right to be informed: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/right-to-be-informed/
- Information Commissioner's Office, Business-to-business marketing: https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/business-to-business-marketing/
- Information Commissioner's Office, Legitimate interests: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/legitimate-interests/
- Information Commissioner's Office, Data (Use and Access) Act 2025: https://ico.org.uk/about-the-ico/what-we-do/legislation-we-cover/data-use-and-access-act-2025/
- UK legislation: https://www.legislation.gov.uk/

Version history

EDITION	DATE	CHANGE
1.1	20 October 2026	Added Information Commissioner's Office registration reference ZC279086 following registration.
1.0	20 October 2026	First controlled public edition following incorporation and website governance review.

> A policy is credible only when it describes the real service. Frontier will revise this document before introducing a materially different website function, processing purpose or technology position.

SECTION FINAL

Rights, assurance and legal contact

Questions should reach the person responsible for the subject, not disappear into a general inbox.

Privacy and individual rights

Write to **privacy@frontierinsightgroup.co.uk** for privacy questions, data-rights requests, objections and complaints.

Client assurance and due diligence

Write to **assurance@frontierinsightgroup.co.uk** for assurance enquiries, security questionnaires, control evidence and procurement review.

Legal and contractual notices

Write to **legal@frontierinsightgroup.co.uk** for formal legal and contractual correspondence. Notices may also be sent to the registered office where appropriate.

CORPORATE PARTICULAR	INFORMATION
Registered company name	FRONTIER INSIGHT GROUP LIMITED
Company number	17529472
ICO registration	ZC279086
Place of registration	England and Wales
Registered office	71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom
Website	frontierinsightgroup.co.uk

> A public document explains the control position. It does not expose credentials, client-confidential material, security architecture or internal playbooks. Supporting evidence may be reviewed through an appropriate due-diligence process and, where necessary, under confidentiality.

Current versions

The current public suite is maintained at **https://frontierinsightgroup.co.uk/governance/**. A printed or downloaded copy should be checked against that page before it is relied upon.