

THE FITTING

STANDARD

Governance & Policy Pack

Founding release • United Kingdom

Effective date: 29 August 2026

Status: Public launch version

Legal owner: Topps trading as Fittexpert

Address: 124 City Road, London, EC1V 2NX

Prepared for controlled testing and professional legal review before public launch, paid membership, bookings or payment services.

Document control

Control	Value
Document owner	The Fitting Standard platform operator
Version	1.0 – public launch
Effective date	29 August 2026
Review cycle	At least annually and whenever the law, platform or risk profile changes
Approval status	Legal identity and contact details confirmed
Contact	privacy@thefittingstandard.com

Important implementation notice

This pack is a practical UK launch draft based on current regulator guidance. It is not a substitute for advice from a solicitor or data-protection professional. Controlled placeholders must be replaced before public launch. The documents must also be reviewed when subscriptions, payments, reviews, automated matching, analytics or external identity providers are introduced.

Included documents

- Website and Platform Terms
- Privacy Notice
- Cookie Notice
- Acceptable Use Policy
- Fitter Verification Standard
- Complaints and Review Procedure
- Data-Retention Policy

Website and Platform Terms

The terms governing use of The Fitting Standard by visitors, customers and professional fitters.

Effective 29 August 2026 • Reference: TFS-TERMS-1.0

1. About the platform

The Fitting Standard is operated by Topps trading as Fittexpert, of 124 City Road, London, EC1V 2NX (“we”, “us” or “the platform”). These terms apply whenever you visit, register with or use the platform.

The platform provides a specialist directory, profile, enquiry and professional-information service for the curtain, blind and window-furnishings trade. It is an introduction service. Unless we expressly agree otherwise in writing, we are not a party to the contract between a customer and a fitter.

2. Eligibility and accounts

You must be at least 18 and legally capable of entering into contracts. Account information must be accurate, current and kept secure. You must not share access or impersonate another person or business.

Fitters are responsible for ensuring that their trading disclosures, insurance, skills, qualifications, availability, prices and portfolio remain accurate. We may request evidence and suspend a profile while checks are carried out.

3. Independent fitters

Listed fitters are independent businesses and are not our employees, agents or subcontractors. Each fitter decides whether to accept work, sets their own prices and terms, contracts directly with the customer, performs the work and remains responsible for tax, insurance, safety, workmanship, guarantees and legal compliance.

Customers must satisfy themselves that a fitter is suitable for the particular project, obtain and retain a written quotation, clarify responsibility for measuring and supplied products, and agree payment, cancellation and warranty terms before work begins.

4. Verification

A verification badge means only that the checks described in the Verification Standard were completed using information available at the time. It is not a guarantee of future conduct, financial standing, workmanship, availability or the outcome of any project.

We may change, repeat, limit, suspend or withdraw verification where information expires, cannot be confirmed or gives rise to a reasonable concern.

5. Pricing information

Pricing guides and calculators are general educational tools based on disclosed assumptions and independently assembled information. They do not set, recommend or enforce a minimum, fixed or collective price. Every fitter must determine prices independently, taking account of their own costs, skill, location, scope and commercial judgement.

Members must not use the platform to exchange future pricing intentions, customer allocations, margins or other competitively sensitive information.

6. Enquiries and contracts

Submitting an enquiry does not create a contract or guarantee a response. A contract arises only when the customer and fitter separately agree its scope and terms. Payments should not be made through the platform unless a future payment service is expressly introduced with separate terms.

Consumers retain all rights that cannot lawfully be excluded, including rights relating to services performed with reasonable care and skill.

7. Content and acceptable use

You retain ownership of content you submit but grant us a non-exclusive, worldwide, royalty-free licence to store, reproduce and display it for operating, promoting and protecting the platform. You confirm that you have the necessary rights and permissions, including permission from identifiable people and property owners where required.

The Acceptable Use Policy forms part of these terms. We may remove content or restrict access where reasonably necessary for safety, legality, platform integrity or enforcement.

8. Availability and liability

We do not promise uninterrupted availability or that every profile, review or third-party statement is complete or error-free. Nothing excludes liability that cannot legally be excluded, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Subject to those protections, we are not responsible for the acts or omissions of independent fitters, customer-supplied measurements or products, indirect loss, loss of profit or business opportunity. For business users, our aggregate liability relating to the platform in any 12-month period is limited to the fees that user paid us in that period.

9. Suspension and termination

You may stop using the platform at any time. We may suspend or close an account for material breach, false information, unsafe conduct, non-payment, repeated complaints, misuse or legal risk. Where appropriate, we will explain the reason and allow representations.

10. Law and contact

These terms are governed by the law of England and Wales. Consumers may also have rights to bring proceedings in another part of the UK where they live. Contact us at privacy@thefittingstandard.com.

These terms are a launch draft and should be reviewed by a UK solicitor before paid membership, booking or payment services are introduced.

Privacy Notice

How The Fitting Standard collects, uses, shares and protects personal information.

Effective 29 August 2026 • Reference: TFS-PRIVACY-1.0

1. Controller and contact

Topps trading as Fittexpert, of 124 City Road, London, EC1V 2NX, is the controller responsible for personal information processed through The Fitting Standard. Privacy enquiries and rights requests may be sent to privacy@thefittingstandard.com.

2. Information we collect

For fitters: account identity, contact details, business information, service areas, experience, skills, portfolio images, insurance confirmation, verification evidence, profile changes and platform correspondence.

For customers: name, email, telephone number, project postcode, project type, enquiry details and correspondence. We also process limited technical and security information such as timestamps, device or request information, salted network identifiers and security events.

3. Why we use information

We process information to create and administer accounts; review and publish fitter profiles; route customer enquiries; prevent fraud, spam and misuse; handle complaints; maintain records; improve the service; comply with law; and establish, exercise or defend legal claims.

Our lawful bases are performance of a contract or steps requested before a contract; legitimate interests in operating a safe specialist directory and protecting users; legal obligation; and consent where it is specifically requested. We do not rely on consent where another lawful basis is more appropriate.

4. Public profile information

Approved business names, fitter names, service areas, skills, experience, biographies and authorised portfolio content may be public. Private account email addresses, verification documents and customer enquiry details are not published.

Fitters must not upload customer personal information or recognisable images without a valid reason and appropriate permission.

5. Sharing

We share information only as needed with relevant fitters or customers, hosting and storage providers, authentication providers, professional advisers, regulators, law enforcement or a purchaser of the business. Service providers must process information under appropriate contractual and security obligations.

We do not sell personal information. We will document any international transfer mechanism required where a provider processes information outside the UK.

6. Retention

We retain information according to the Data-Retention Policy. In summary: unsuccessful or withdrawn applications normally for 12 months; active profile data while the account operates; enquiry records normally for 24 months; complaint and verification records normally for 6 years where needed for accountability or legal claims; security events normally for 12 months.

Periods may be extended for an active dispute, legal duty, safeguarding concern or regulatory request, and shortened where information is no longer needed.

7. Your rights

Depending on the circumstances, you may request access, correction, erasure, restriction, portability or objection, and may withdraw consent where processing relies on consent. We may need to verify identity and may retain information where law permits or requires.

You may complain to the Information Commissioner's Office at ico.org.uk. Please contact us first if you would like us to try to resolve the concern.

8. Security, children and changes

We use access controls, server-side authorisation, validation, restricted file types, rate limiting, private storage and other proportionate measures. No online service can guarantee absolute security.

The platform is intended for adults and is not directed at children. We may update this notice and will identify material changes and the effective date.

Cookie Notice

The essential-only cookie approach used for the founding release.

Effective 29 August 2026 • Reference: TFS-COOKIES-1.0

1. Current approach

The founding release uses only cookies or similar technologies that are strictly necessary for security, authentication, session continuity and core platform operation. We do not currently activate advertising, behavioural profiling or optional analytics cookies.

2. Essential technologies

Authentication technologies recognise signed-in fitters and administrators and help return them to the correct protected page. Security technologies help prevent misuse, protect sessions and maintain service integrity. These cannot normally be disabled through a consent tool because the requested service cannot operate securely without them.

3. Future optional cookies

If analytics, advertising or other non-essential technologies are introduced, they will not be activated until an appropriate consent mechanism and updated disclosure are in place. Users will be able to make and change a genuine choice.

4. Browser controls and contact

You may block or delete cookies through browser settings, although protected account features may stop working. Questions may be sent to privacy@thefittingstandard.com.

Acceptable Use Policy

Rules protecting customers, fitters and the integrity of the professional network.

Effective 29 August 2026 • Reference: TFS-ACCEPTABLE-USE-1.0

1. Required conduct

Use the platform lawfully, honestly and professionally. Provide accurate information, respect confidentiality, protect account access and communicate without harassment or discrimination.

2. Prohibited activity

Do not submit false credentials, fabricated reviews, misleading portfolio work, unlawful or infringing content, malicious files, spam, scraping, automated account creation, security probing or attempts to bypass access controls.

Do not publish customer addresses or contact details, sensitive personal information, unsafe instructions or images without appropriate permission.

3. Competition compliance

Fitters must make independent commercial decisions. Do not coordinate prices, divide customers or territories, agree output, share future price intentions or pressure another fitter to follow a platform guide or collective rate.

4. Enforcement

We may investigate, preserve evidence, remove content, restrict functionality, suspend accounts, withdraw verification or report conduct to relevant authorities. Serious or repeated breaches may result in permanent removal.

Fitter Verification Standard

What we check, what a verification badge means and its important limitations.

Effective 29 August 2026 • Reference: TFS-VERIFICATION-STANDARD-1.0

1. Purpose

Verification is designed to improve transparency and reduce obvious misrepresentation. It is a proportionate documentary and experience review, not a guarantee, accreditation of every technical skill or continuous supervision.

2. Core checks

Before approval we normally check identity, trading contact details, service area, relevant experience, portfolio evidence and current public-liability insurance. Where claimed or required, we may check references, manufacturer training, CSCS, IPAF, PASMA, DBS or other role-relevant evidence.

3. Skill categories

Skills are approved only where supported by relevant experience or evidence. Specialist categories include bay systems, motorisation, high-level work, commercial installation, curtain dressing, shutters and repair or programming.

4. Badge meaning

Verified means specified checks were completed on a stated date using the information reasonably available. It does not guarantee workmanship, solvency, safety, availability, pricing or future conduct and does not replace customer due diligence or a written contract.

5. Renewal and monitoring

Insurance and time-limited credentials must be renewed before expiry. Fitters must report material changes. We may conduct sample rechecks, investigate complaints and suspend a badge while concerns are assessed.

6. Fair decisions

Applicants will be told when material information is missing or approval is declined, unless disclosure would create a security or legal risk. They may provide corrections or request one internal review. Admission criteria must be relevant, proportionate and applied consistently.

Complaints and Review Procedure

How concerns about the platform, a profile or a fitter are assessed.

Effective 29 August 2026 • Reference: TFS-COMPLAINTS-1.0

1. Scope

We accept complaints about platform administration, misleading profiles, verification, reviews, privacy, communications and alleged breaches of platform rules. Workmanship and payment disputes remain primarily between the customer and independent fitter, although relevant conduct may affect platform status.

2. Making a complaint

Email privacy@thefittingstandard.com with your name, contact details, the fitter or account involved, relevant dates, what happened and the outcome sought. Avoid sending unnecessary special-category or highly sensitive information.

3. Process and timescales

We aim to acknowledge within 5 working days and provide a substantive response within 20 working days. Complex matters may take longer; we will explain significant delay. We may request evidence, obtain the other party's response and take interim protective action.

4. Outcomes and review

Possible outcomes include explanation, correction, content removal, warning, re-verification, temporary suspension or permanent removal. A party materially affected may request one internal review within 14 days, identifying an error, overlooked evidence or disproportionate outcome.

5. External rights

This procedure does not remove legal rights. Consumers may seek independent advice or contact Citizens Advice, Trading Standards or an appropriate alternative dispute-resolution body. Privacy complaints may be referred to the ICO.

Data-Retention Policy

The working retention schedule for platform records and secure deletion.

Effective 29 August 2026 • Reference: TFS-RETENTION-1.0

1. Principles

Personal information is kept only for defined operational, accountability, safety and legal purposes. Retention is reviewed periodically and records are securely deleted or anonymised when no longer required.

2. Working schedule

Incomplete application drafts: 90 days after last activity. Rejected, withdrawn or abandoned fitter applications: 12 months. Active public profiles: while active, then 24 months after closure. Portfolio files: while authorised for the profile, then normally 90 days after removal or account closure.

Customer enquiries: 24 months after submission. Verification evidence and decision records: while verified and normally 6 years after verification ends. Complaints, disputes and enforcement records: 6 years after closure. Security and rate-limit records: 12 months. Consent records: while relied upon and for an appropriate accountability period afterwards. Financial and tax records, if later collected: the applicable statutory period.

3. Holds and deletion

Deletion may be paused where information is needed for litigation, fraud prevention, safeguarding, insurance, regulatory enquiry or another legal obligation. Access remains limited during a hold.

Deletion must cover primary systems and follow provider backup-expiry cycles. Anonymous statistical information may be retained where individuals are no longer identifiable.

4. Responsibility and review

The platform operator is responsible for the schedule and rights requests. Contact privacy@thefittingstandard.com. Review this policy at least annually and whenever the service, law, providers or risk profile changes.

Launch implementation checklist

- ☐ Confirm the legal owner, trading status, public correspondence address and contact email.
- ☐ Complete the ICO data-protection fee self-assessment and register/pay where required.
- ☐ Document lawful-basis decisions and a legitimate-interests assessment where relied upon.
- ☐ Sign processor agreements and record hosting, authentication, storage and email suppliers.
- ☐ Keep optional analytics and marketing cookies disabled until a consent platform and cookie inventory are approved.
- ☐ Define evidence accepted for verification, access controls, expiry reminders and reviewer training.
- ☐ Create a secure route for verification evidence; do not request identity or insurance documents through ordinary email where avoidable.
- ☐ Test access, deletion, correction, objection, complaint and personal-data-breach procedures.
- ☐ Confirm appropriate insurance for the platform operator and obtain UK legal review.
- ☐ Review all documents before enabling subscriptions, payments, ratings, automated ranking or public access.

Primary guidance consulted

- **ICO – Right to be informed:** <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/right-to-be-informed/>
- **ICO – Cookies and similar technologies:** <https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/guide-to-pecr/cookies-and-similar-technologies/>
- **ICO – Storage limitation:** <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-protection-principles/a-guide-to-the-data-protection-principles/storage-limitation/>
- **ICO – Data protection fee:** <https://ico.org.uk/for-organisations/advice-for-small-organisations/getting-started-with-gdpr/data-protection-fee-what-you-need-to-do/>
- **GOV.UK – Online and distance selling:** <https://www.gov.uk/online-and-distance-selling-for-businesses>
- **CMA – Trade associations and competition law:** <https://www.gov.uk/government/publications/competition-law-dos-and-donts-for-trade-associations/what-do-trade-associations-need-to-know-about-competition-law>
- **CMA – Unfair commercial practices:** <https://www.gov.uk/government/publications/unfair-commercial-practices-cma207/unfair-commercial-practices>