

Alarm Tech 2000 Ltd

Privacy Policy

Privacy Policy Alarm Tech 2000 LTD Privacy Policy

1. INTRODUCTION

Alarm Tech 2000 Ltd is committed to protecting your privacy and security. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

Throughout this document, we will refer to **Alarm Tech 2000 Ltd** as **Alarm Tech 2000 Ltd**.

We will continue to communicate with you via: email, telephone, post and SMS in order to deliver and inform you about the services we offer. We ensure that all of our data meets the criteria of the General Data Protection Regulation, which came into force in May 2018. You have the choice as to whether you want to receive these messages and are able to select how you want to receive them (email, phone, SMS or post).

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact our marketing team by E-Mailing alarm-tech_2000@yahoo.com or writing to: Alarm Tech 2000 Ltd, unit 22, Grimsby Business Centre, King Edward Street, Grimsby, North East Lincolnshire, DN31 3JH or telephoning 01472 502000

We will never sell your personal data and will only ever share it with organisation we work with where necessary and if its privacy and security are guaranteed.

Questions?

Any questions you have in relation to this policy or how we use your personal data should be sent to: alarm_tech_2000@yahoo.com <mailto:gdpr@gbsg.co.uk?subject=Data%20Protection> or Addressed to: Alarm Tech 2000 Ltd, Unit 22, Grimsby Business Centre, King Edward Street, Grimsby, North East Lincolnshire, DN31 3JH or Telephoning 01472 502000

2. ABOUT US

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by Alarm Tech 2000 Ltd (company registration no. 08699241. Alarm Tech 2000 Ltd is based at Alarm Tech 2000 Ltd, Unit 75, Grimsby Business Centre, King Edward Street, Grimsby, North East Lincolnshire, DN31 3JH. For the purposes of data protection law, Alarm Tech 2000 Ltd will be the controller.

3. WHAT INFORMATION WE COLLECT

Personal data you provide

We collect data you provide to us. This includes information you give when making an enquiry, placing an order or communicating with us. For example:

- Personal details (names, email, address, telephone etc.)
- Financial information (payment information such as Bacs or Banking details.
- Details of your interests and preferences (such as types of system or solution, your communications preferences, or details about a specific area of security or safety).

Information created by your involvement with Alarm Tech 2000 Ltd

Your activities and involvement with Alarm Tech 2000 Ltd will result in personal data being created. This could include details of systems we have quoted for or specific information such as a drawing of your site or property, specifications of installed systems and finally information passed on to a third party eg: Monitoring stations, insurers, accreditation schemes, employed by us.

Information from third parties

We sometimes receive personal data about individuals from third parties. For example, if we are working with another organisation to provide you with key holding or monitoring services).

We will only pass on your details if we have gained your consent. Section 4 (Disclosing and sharing data) contains more information about how we share information.

Sensitive personal data

We do not normally collect or store sensitive personal data. However, there are some situations where this will occur (e.g. if you have an accident on one of our sites). If this does occur, we'll take extra care to ensure your privacy rights are protected. This type of data is held securely away from our main customer database.

Accidents or incidents

If an accident or incident occurs on our property, at one of our events or involving one of our staff then we'll keep a record of this (which may include personal data and sensitive personal data).

3. HOW WE USE INFORMATION

We only ever use your personal data, where it is necessary in order to:

- enter into, or perform, our contract with you
- comply with a legal duty
- protect your vital interests
- for our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we'll only use your information for the purpose or purposes it was collected for (or else for closely related purposes):

Administration

We use personal data for administrative purposes (i.e. to carry out our purpose of providing fire, access and security systems, monitoring). This includes:

- administering your account
- sending you requested product or service information
- receiving payments (e.g. Bacs, Cheques, Cash)
- maintaining databases of our customers and potential customers, who we believe can legitimately benefit from our business services
- performing our obligations under the terms and conditions of our contracts
- fulfilling orders for goods or services

Internal research and analysis

We may use your information to provide you with better products or services. This may be by email, phone or mail.

4. DISCLOSING AND SHARING DATA

We may share personal data with subcontractors or suppliers who provide us with services. For example, remote monitoring stations, accreditation companies. However, these activities will be carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

5. MARKETING

We do not randomly send information regarding products or services we offer, only customer requested information which may be of interest.

6. HOW WE PROTECT DATA

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

Payment security

We cannot guarantee the security of your home computer or the internet, and any online communications (e.g. information provided by email or our website) are at the user's own risk.

7. STORAGE

Where we store information

Alarm Tech 2000 Ltd operations are based in the UK and we store our data within the premises of Alarm Tech 2000 Ltd on dedicated secured servers (not cloud based).

This could include offline data storage (paper) in secure cabinet.

Data retention

We will retain your information for as long as your account is active, your information is needed to provide you services, to fulfil our legal obligations, or for so long as it is required for the purposes it was collected for. If you wish to delete your account or request that we no longer use your information to provide you services contact us at enquiries@gbsg.co.uk. We will respond to your request within 30 days. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

How long we store information

We continually review what information we hold and delete what is no longer required. By law we have to keep basic information about our customers including contact, identity, financial and transaction data) for six years after they cease being customers for tax purposes.

8. KEEPING YOU IN CONTROL – YOUR LEGAL RIGHTS

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a subject access request)
- Where technically feasible, you have the right to personal data you have provided to us which we process automatically on the basis of your consent or

the performance of a contract. This information will be provided in a common electronic format.

- the right to have inaccurate data rectified
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to object to your data being used for marketing or profiling; and
- the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

You have the right to access and correct or delete your personal information and privacy preferences at any time. If you would like further information on your rights or wish to exercise them, please email: alarm_tech_2000@yahoo.com or <mailto:gdpr@gbsg.co.uk?subject=Accessing%20Personal%20Information> or write to: Alarm Tech 2000 Ltd, Unit 22, Grimsby Business Centre, King Edward Street, Grimsby, North East Lincolnshire, DN31 3JH or telephoning 01472 502000.

Complaints

You can complain to Alarm Tech 2000 Ltd directly by contacting our data protection officer using the details set out above. If you wish to make a complaint which does not directly relate to your data protection and privacy rights, you can do so in accordance with our company's complaint policy.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk

9. COOKIES AND LINKS TO OTHER SITES

Links to other sites

Our website contains hyperlinks to other websites. We are not responsible for the content or functionality of any of those external websites (but please let us know if a link is not working by using the 'Contact us' link at the top of the page).

If an external website requests personal information from you (e.g. in connection with an order for goods or services), the information you provide will not be covered by Alarm Tech 2000 Ltd privacy policy. We suggest you read the privacy policy of any website before providing any personal information.

When purchasing goods or services from any of the businesses you will be entering into a contract with them

10. CHANGES TO THIS PRIVACY POLICY

We'll amend this privacy policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our privacy policy will always be posted on our website.

This privacy policy was last updated on 01.05.2018.