

PRIVACY POLICY

A1 Fire & Security Solutions Limited, T/A A1 Security are based at Unit 2 Jave Close, Dysart Road, Grantham, Lincolnshire. NG31 7GR. (Referred to in this policy as “we” or “us”).

This policy has been written for compliance with the General Data Protection Regulation (GDPS) which comes into force on 25th May 2018. This policy explains to our customers what data we collect about them, how it is used and how we keep it secure.

A1 Security are registered with the Information Commissioners Office (ICO) and our Registration No. is **ZA181786**.

WHO WE ARE

A1 Security are an independent security company based in Lincolnshire. We specialise in keyholding & alarm response, manned guarding, mobile patrols and static guarding.

HOW DATA IS OBTAINED

We obtain information that you have provided via:

- a) enquiries submitted via our website using the “contact us form”
- b) enquiries made in person, telephone, email or by social media (i.e. Facebook)

WHAT PERSONAL DATA WE COLLECT

A1 Security may collect the following data about you:

- a) your name and job title (if applicable)
- b) your contact details, postal address including billing and installation addresses, landline/mobile telephone numbers and email addresses
- c) keyholder names and contact telephone numbers. These details are only used in the event of an alarm activation
- d) Identification passwords, applicable to monitored systems only
- e) Correspondence and communication preferences

There may be specific instances when we need to collect additional data for the purposes set out in this Policy. The above data is collected directly, i.e. when you request a quotation.

HOW WE USE YOUR DATA

Personal data is used to:

- a) provide quotations, goods & services
- b) issue Contracts
- c) crime and fraud prevention, detection and related purposes
- d) we have legal right or duty to use or disclose your information (i.e. in relation to and investigation by a public authority or in a legal dispute)

We may also use information and statistics for monitoring our website usage in order to help us develop the services we offer. The Cookie Policy can be found on our website

HOW WE PROTECT YOUR DATA

Maintaining customers data is essential to A1 Security and we are committed to keeping personal data safe and secure.

Security measures include:

- a) hard copies of customers files are kept in locked cabinets and only administration staff have access
- b) anti-virus, Firewall & Network protection on all computers
- c) all computers, devices and software password protected
- d) internal policies and training of staff setting out our data security approach

HOW LONG DO WE KEEP PERSONAL DATA?

A1 Security will not keep your personal data for longer than necessary and for the purpose set out in the Policy. What information we keep will depend on the legal or regulatory requirements and industry practice.

SHARING DATA WITH THIRD PARTIES

A1 Security will only share your personal data with service providers and suppliers.

Service Providers

In certain instances, i.e. monitored alarm systems we may be required to share your personal data with the alarm receiving centre (ARC) and Police Authorities. A1 Security only allow its service providers to handle your personal data when they have confirmed that they apply appropriate data protection and security controls.

Third Parties

A1 Security will **NOT** disclose your personal data to any third party, except as set out below:

- a) authorising bodies such as the SIA. As we will be going for approval, we may be required to share your data to achieve compliance. This information is shared confidentially by both parties and solely for the purpose of gaining approval to the scheme and maintain approval.
- b) debt collection agencies
- c) governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so:-
 - to comply with our legal obligations
 - to exercise our legal rights (i.e. in court cases)
 - for the prevention, detection, investigation of crime or prosecution of offenders; and
 - for the protection of our employees and customers

A1 Security will **NOT** sell customer data to other organisations for marketing purposes

OVERSEAS TRANSFER

A1 Security Will **NOT** transfer information you provide to countries outside the European Economic Area (EEA)

YOUR RIGHTS

- a) At anytime you have the right to ask for a copy of the information we hold about you free of charge. A £10 fee may apply if the request is manifestly unfounded or excessive.
- b) In certain circumstance such as where the data is no longer necessary for the purpose for which it was collected, you have the right to require us to erase all personal data held about you.

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date please contact us using the details below.

YOUR CONSENT

By submitting your personal information to us you are consenting to the use of that data as set out in this policy

A1 Security may change this policy from time to time so please check that you have the current version. If you are using our website, you're agreeing to be bound by this policy

Any questions regarding our privacy policy should be emailed to info@a1securityuk.co.uk or by writing to A1 Security, Unit 2 Jave Close, Dysart Road, Grantham, Lincolnshire NG31 7GR.

Version 3

Dated: 16th July 2024

