

Privacy Notice

The New **General Data Protection Regulation (GDPR)** requires us to make changes to our existing policies regarding the processing of personal information about individuals and/or companies. We are required to inform you that we keep basic personal contact details of our customers on a database in order to provide an efficient service to all our customers and in particular to monitor and schedule when routine service visits require etc. You have a legal right to access those records pertaining to you, upon application.

Personal data is information such as name, address, email address and telephone numbers, which makes a person capable of being identified or identifiable.

All such data is retained whilst you have a contract with us and in nothing contained in our database are shared with any third party except the following:

1. SSAIB's Certification Schemes

To achieve and maintain SSAIB certification requires compliance with their Rules and scheme specific criteria. Upon completion of an installation you are provided with a 'Certificate of Conformity' which is issued by SSAIB and details (Name, address, and telephone numbers etc) are stored by them. Full details are available from their website <https://ssaib.org/page/privacy-policy---home-owner/>

2. Police

If your alarm system has Police response, the National Police Chiefs Council (NPCC) requires that details are held about you (Name, address and telephone numbers etc) on their systems to enable them to respond to your premises in the event of an alarm etc.

3. Alarm Receiving Centre

In order to provide notification to emergency services and your keyholders, where appropriate, the centre keeps personal details of you and your keyholders in order that they can maintain the information required to provide their services.

If you have any questions about our Data Protection policies do not hesitate to contact us. We are registered with the Information Commissions Office and you can use the following link to view our registration details.

<https://ico.org.uk/ESDWebPages/Entry/ZA242368>