

ALLGUARD ALARMS LTD

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Privacy Notice - Updated May 2018

This policy explains how Allguard Alarms collects and uses personal data for the operation of its business.

What personal data do we collect and store?

We collect personal data about you when you contact us for our services, or place an order for any of our products. The details we collect is the minimal we require and will include; Name, Address, Phone number, mobile number and email address.

Do we collect and store personal bank details?

No, payments to Allguard are made by standing order, direct debit, BACS, Cheque or cash.

Why do we store personal details?

We store the above mentioned personal details to manage your account. It allows us to locate your premises when visiting to install or service your alarm equipment. We may also need to call you to make a convenient appointment. We may also need to post correspondence to you in connection with the services i.e receipts, refunds, technical literature etc.

Where do we obtain the personal data from?

The personal data is obtained voluntarily from the customer or their representative. This could be via our website, email, telephone or written correspondence. Cookies are a very small text files that are stored on your computer when you visit some websites. These can be disabled on your computer, but it may stop parts of the website from functioning properly. You can find out more about cookies at www.aboutcookies.org

How long will we hold you personal data?

We will hold details of you for as long as you are a current customer. If you decide to end your service contract we will delete all electronic data held on your account. If we hold hard copy details these will be destroyed/shredded in line with current regulations.

Will you use my details for direct marketing mail shots?

No, we do not use mail shots for direct marketing. Information will be posted if requested.

Do you share my personal data with other companies?

No, we only use your data for conducting our own business. We do not share your data with third parties.

How do you protect my personal data?

We secure access on our website with SSL encryption technology using "https" Access to your personal data is password protected, available to only those who require to it.

Can I access the personal data you hold on me?

Yes, this is called a "subject access request" and is available free of charge, in most cases.

You have the right to request a copy of any information held about you at Allguard Alarms at any time. Please write to DPO Allguard Alarms Ltd, Unit 4 Grace Road, Sheerness, Kent. ME12 1HA or email DPO@Allguardalarms.co.uk

What if my details change?

If they are any changes to be made to your details we hold, please contact us as soon as possible to have the details amended or updated.

Changes to our privacy policy.

We keep our privacy policy under regular review.

If you are not happy with our response to any request you have the right to register a complaint with the Information Commissioners Office (ICO) by calling them on 0303 123 1113 from inside the UK or email www.ico.org.uk