



This privacy notice tells you what we do with information we collect about you. It's relevant to anyone who uses our services, including contract customers and prospective customers. We refer to all these individuals as 'customers' or 'you' in this notice.

## 1. Who 'we' are:

We are Tickford Security Systems Limited ('we', 'us', 'our').

## 2. What information do we collect about you?

We collect our information directly from you. The information we collect is as follows:

Contact name, Company name, Premises address, Billing address, Contact information, Services held with us, Maintenance history, Corrective history, Installation history, Monitoring chip details & key holders, System specifications and Billing history. Where police response is required we will also hold their application form. Quotations – including any drawings, Completion certificates, Compliance certificates as applicable and any Email communication.

## 3. What we do with the information we collect about you and why may we do this?

We use your personal information in order to meet our obligations in our maintenance and installation of your security systems with us.

We use your personal information in the following ways:

### A. Provision of security system installation and maintenance

When you request us to provide you with a quote for one of our services or you purchase one of our services, we use information about you:

- To provide an accurate quotation based on your details and requirements;
- To administer your account with us;
- To contact you about the account, for example when an annual service is due;
- To provide the agreed service, for example the installation of an alarm.

We cannot provide the services unless we use the information about you in this way.

### B. Do what we are required to do by law or our regulator

As part of our compliance with our regulator 'NSI' National Security Inspectorate, sometimes we are required to use information about you:

- To help make sure our customers are being treated fairly;
- To deal with complaints;
- To comply with regulatory obligations.

We can use your personal information in this way because we are required to by law or our regulator.

### C. Recover debt

If you owe us money we will use your personal information to help us recover it.

### D. To inform you about and promote products (marketing)

At the time when your personal data was collected, and on any subsequent maintenance service, we will ask you to indicate your marketing preferences. These preferences may be revised at anytime by contacting our Data Protection Officer. See section 10 for contact details.

We may use your personal information to offer you suggestions about products and services you might want to buy, where we feel you may have a legitimate interest, and as a way of extending our relationship with you. We will keep any marketing activity to an absolute minimum.

If you have chosen to opt in to marketing we will send you information about our products and services by email, post, telephone or SMS. If at anytime you do not wish us to use your personal information for this purpose, you may ask us not to do so. See section 10 below for how to contact us.



We will not contact you unless you change your mind and tell us that you would like to receive marketing again.

**4. Who do we share your personal data with and why do we do it?**

We do not share your personal data with 3<sup>rd</sup> parties with the exception of:

- A. The police if you have police response attached to your monitoring.
- B. The NSI if a compliance certificate has been requested.

**5. Will we send your personal information overseas?**

No.

**6. How long may we keep your personal information for?**

We are only allowed to keep your personal information if we need it for one of the reasons we describe in section 3 above.

As a general rule we will keep it for 6 years for accounting purposes.

**7. When can you ask us to stop using your information?**

At anytime you can ask us to stop using your personal data to tell you about products or services that may be of interest to you. To find out how to do this, see section 10.

**8. What happens if you don't give us some of your personal information?**

Where you do not provide the personal information we need in order to provide the service you are asking for, we will not be able to provide the service that you are asking us to give to you.

We will tell you why we need the information when we ask for it.

**9. Complaints**

If you have any concerns about the way we are using your personal information, please contact our Data Protection Officer in the first instance and we will endeavour to resolve your concern. However, you do also have the right to complain about how we treat your personal information to the information Commissioners Office ('ICO'). The ICO can be contacted at:

ICO website: <https://ico.org.uk/global/contact-us/>

ICO telephone: 0303 123 1113

ICO textphone: 01625 545860

**10. How to contact us about this privacy notice**

Our Data Protection Officer is in charge of answering questions about this privacy notice or your request to exercise your rights which are set out below. The Data Protection Officer may be contacted at Tickford Security Systems Limited, 9 Ferne Furlong, Olney, MK46 5EN.

You may contact us at the address above for one or more of the following reasons:

- A. To ask us to fix information about you that is wrong or incomplete, or to delete personal information about you (the 'Right to be forgotten').
- B. To tell us you no longer agree to, that you object to, or that you wish to restrict us using information about you and ask us to stop.
- C. To tell us to stop using your personal information to tell you about products or services that may be of interest to you (direct marketing).
- D. A right of access, namely to ask us to provide you with a copy of all of the personal information that we have about you. To receive this information please write to the Data Protection Officer, Tickford Security Systems Limited, 9 Ferne Furlong, Olney MK46 5EN.
- E. A 'data portability' right, namely to obtain and reuse the information that you have provided for us for your own purposes. You may ask for this information to be provided directly to you or directly to another organisation. We will provide the information in a machine readable format so that another organisation's software can understand that information.

Sometimes we will not be able to stop using your personal information when you ask us to (e.g. where we need to use it because the law requires us to do so or we need to retain the information for regulatory purposes).

In other cases, if we stop using your personal information, we will not be able to provide services to you, such as installing security systems or maintaining them.

We will tell you if we are unable to comply with your request, or how your request might impact you, when you contact us.