

ABEL ALARM PRIVACY POLICY

Abel Alarm Company Limited (hereinafter known as the Company) is committed to protecting and respecting your privacy.

This Policy has been written in for compliance with the UK General Data Protection Regulation (UK GDPR) and to explain when and why we collect personal information about people who are employees or our clients or potential clients, how the Company uses it, the conditions under which we may disclose it to others and how we keep it secure. We are registered with the Information Commissioners Office (ICO) and therefore individuals have a right to complain to the ICO if they think there is a problem with the way we are handling your data. Our ICO Registration No. is: Z6206041.

We 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 this Policy and our privacy practices should be sent by email to privacypolicy@abelalarm.co.uk or by writing to us at Detection House, 4 Vaughan Way, Leicester, LE1 4ST

Who are we?

We are a technology based company that provide bespoke security solutions across the UK. We have established a portfolio of blue chip customers and currently work within a number of industry sectors including logistics, retail automotive, property management, construction, financial services and agriculture, providing a range of services including remote monitoring of CCTV, intruder and fire alarms, lone worker and remote access control via doors and gates.

As a 24 hour operation we also support security companies providing control room services for check calls; extra support for officers on site, by using cameras to complete external patrols and escalation in the event of an emergency situation. Other services include network monitoring for IT companies.

The fluctuating economy, escalating wage costs and the evolution of technical products have had a significant impact on the security industry over the last ten years. Our control centre has been configured with the latest technology to receive multiple types of connections, and we are well placed to provide a combination of services all of which can be managed remotely delivering substantial cost savings versus traditional methods of security manpower.

Our staff include: qualified engineers, electricians, security professionals and control room operatives, which enables us to provide an end to end solution and on-going support.

Central to all our services is the Abel Alarms Communications & Monitoring Centre (CMC). This is a dedicated facility designed for all communications and primarily for remote monitoring of security systems and critical components. The Centre is certificated to BS 5979 ARC standard with full triplicate redundancy of all systems (power, telecommunications, data, IT).

The Company's services are underpinned by a Quality Management System that ensures full compliance with ISO9001:2015 that is certificated under the NSI Gold Schemes for Security Systems and Fire Alarms (BAFE SP203-1). Through the services that we provide we have attained many industry standard accreditations.

The continuing success of any company is its people and its service to customers. All our employees are committed to the quality concept, while all our engineers are carefully selected for their commitment to the company's core values along with their experience and qualifications.

How do we collect information from you?

We obtain information about our:

- a) employees when they initially apply for positions in the Company and
- b) clients when they make an initial enquiry for our services and ongoing through the term of the contract services provided.

What type of information is collected from you?

The personal information we collect is usually limited to name, address, email address and contact telephone number(s). In relation to our clients, this may also include keyholders for the systems.

How is this information used?

We may use this information to:

- process an application for employment;
- process enquiries and orders from our clients;
- to carry out our obligations arising from any contracts entered into;
- dealing with system users and keyholders in relation to installed and maintained systems;
- seeking views or comments on the services we provide;
- notification of changes to our services;
- sending of information which has been requested and that may be of interest. This may include information about terms and conditions, system installations, maintenance & monitoring and the like.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory or regulatory obligations (for example Security Screening Records are retained for term of employment plus 7 years, captured CCTV images 31 days unless required to be held for evidential evidence). We will hold your personal information on our systems for as long as is necessary for the relevant activity or as long as is set out in any relevant contract agreement.

Who has access to your information?

We will not sell or rent information to third parties other than the emergency services. We will never share information with third parties for marketing purposes.

Third Party Service Providers working on our behalf

We may pass information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services on our behalf

(for example for Installation works). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep all information secure and not to use it for their own direct marketing purposes. Please be reassured that we will never release any information to third parties beyond the emergency services or approved sub-contractors for them to use for their own direct marketing purposes in any circumstance unless we are required to do so by law, for example, by a court order or for the purposes of prosecution or prevention of crime.

Third Party Product Providers we work in association with

Due to the nature of our business, we work closely with the emergency services. The emergency services will only use such details to provide information and carry out their obligations arising from any contract entered into with us. However, we take steps to ensure that everyone's privacy rights continue to be protected.

Your choices

You will always have a choice about whether or not you wish to receive information from us. However, the Company does not undertake any direct marketing. We will not contact you for marketing purposes by email, phone or text. Should this change then this Policy will be updated to reflect this change.

How you can access and update your information

You have the right to ask for a copy of the information the Company holds about you, also 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 email us at: privacypolicy@abelalarm.co.uk, or write to us at: Data Protection Officer, Abel Alarm Co Ltd, Detection House, 4 Vaughan Way, Leicester, LE1 4ST or telephone 0116 265 4258.

To submit a data request, please [click here](#) to open our Subject Access Request form and follow the instructions.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's kept securely.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our IT Systems (soft copy information) or held securely in our offices (hard copy information).

We have established a data breach management policy, the full policy can be requested by emailing privacypolicy@abelalarm.co.uk. However, if you suspect a data breach has occurred, please [click here](#) to open our suspected data breach report form and follow the instructions.

System users

Where we have given you a password or passcode for identifying you as an authorised system user, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We do not analyse your personal information to create a profile of your usage or any other such as interests and preferences so that we can contact you with information relevant to you.

We may make use of the information about you in order to provide you with information that directly affects you or in the case of system users, their system.

Use of 'cookies'

Unlike many other websites, the Company website does not use cookies. Should this change then this Policy will be updated to reflect this change.

Links to other websites

Our website may contain links to other websites run by other organisations. However, these are limited to our Certifications/Accreditations namely, SSAIB, BAFE, SIA, PSA and the like. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access these using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

18 or Under

We are concerned to protect the privacy of children aged 18 or under (although under the UK GDPR this is currently the under 16's). If you are aged 18 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of any application for employment or the services offered to you, the information which you provide to us may be transferred to countries outside the European Union ("EU").

These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you access our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Website recording

At the time of publication of this Policy, our website does not use any web site recording service. Should this change then this Policy will be updated to reflect this change.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in July 2023.