



Privacy Policy –Client/Customer

Securi-Guard Limited treats the privacy of its customers and website users very seriously and we take appropriate security measures to safeguard your privacy. This Policy explains how we protect and manage your personal data* you share with us and that we hold about you including how we collect, process, protect and share that data.

*Personal data means any information that may be used to identify an individual including but not limited to, a first and last name, a home or other physical address and email address or other contact information, whether at work or at home.

How we obtain your personal data:

Information provided by you

You provide us with personal data as a client/customer to include name, address, email address, telephone number. We use this information in order to manage or to administer our contractual obligations as a service provider.

We may also keep information contained in any correspondence you may have with us by post or by email. We also record telephone conversations.

Information we get from other sources

We only obtain information from third parties if this is permitted by law. We may also use legal public sources to obtain information about you, for example, to verify your identity.

This information (including your name, address, email address, date of birth, etc.) as relevant to us, will only be obtained from reputable third-party companies that operate in accordance with the General Data Protection Regulations (GDPR)

How we use your personal data:

We use your personal data to manage and administer you as a client/customer. We also act as controller and processor in regard to the processing of your Direct Debit instructions. We undertake at all times to protect your personal data, including any health and financial details, in a manner which is consistent with the General Data Protection Regulations (GDPR) concerning data protection. We will also take reasonable security measures to protect your personal data in storage.

Do we use your personal data for marketing purpose?

Any information that you choose to give us will not be used for marketing purpose by us. We will hold and process your personal data only for the business purpose of a client/customer contract.

Information about cookies

A cookie is a small text file stored on your browser for example Internet Explorer, for details of how we use cookies please go to www.securi-guard.co.uk/information-about-cookies.

Sharing information:

We will keep information about you confidential and will only disclose your information with other third parties with your express consent with the exception of the following categories of third parties:

Categories of third parties

- Any government department, tax office, pension provider, Insurance companies, loss assessors, regulatory authorities and other fraud prevention agencies for the purpose of fraud prevention and to comply with any legal and regulatory issues and disclosures;
- Anyone to whom we may transfer our rights and duties under any agreement we have with you;
- Any legal or crime prevention agencies and/or to satisfy any regulatory request if we have a duty to do so or if the law allows us to do so.

Transfer of your personal data outside of the European Economic Area (EEA)

We do not currently transfer your personal data outside the EEA. If in the future we transfer your personal data, in accordance with the terms of this Policy outside of the EEA, we will make sure that the receiver agrees to provide the same or similar protection as we do and that they only use your personal data in accordance with our instructions.

How long do we keep this information about you?

We keep information in line with the retention procedures. These retention periods are in line with the length of the time we need to keep your personal information in order to manage and administer for the business purpose of a client/customer contract. They also take into account our need to meet any legal, statutory and regulatory obligations. These reasons can vary from one piece of information to the next. In all cases our need to use your personal information will be reassessed on a regular basis and information which is no longer required will be disposed of.

Data subject rights:

Subject access requests

The General Data Protection Regulations (GDPR) grants you (hereinafter referred to as the “data subject”) the right to access particular personal data that we hold about you. This is referred to as a subject access request. We shall respond promptly and certainly within one month from the point of receiving the request and all necessary information from you. Our formal response shall include details of the personal data we hold about you, including the following:

- Sources from which we acquired the information;
- The purposes for processing the information; and
- Persons or entities with whom we are sharing the information

Right to rectification

You, the data subject, shall have the right to obtain from us the erasure of personal data concerning you without undue delay.

Right to restriction of processing

Subject to exemptions, you, the data subject shall have the right to obtain from us restriction of processing where one of the following applies:

- a) The accuracy of the personal data is contested by you, the data subject, and is restricted until the accuracy of the data has been verified;
- b) The processing is unlawful and you, the data subject, oppose the erasure of the personal data and instead request the restriction in its use.
- c) We no longer need the personal data for the purposes of processing, but it is required by you, the data subject, for the establishment, exercise or defence of legal claims;
- d) You, the data subject, have objected to processing of your personal data pending the verification of whether there are legitimate grounds for us to override these objections.

Notification obligation regarding rectification or erasure of personal data or restriction of processing

We shall communicate any rectification or erasure of personal data or restriction of processing as described above to each recipient to whom the personal data has been disclosed, unless this proves impossible or involves disproportionate effort. We shall provide you, the data subject, with information about those recipients if you request it.

Right to data portability

You, the data subject, shall have the right to receive your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit this data to another controller, without hindrance from us.

Right to object

You, the data subject, shall have the right to object, on the grounds relating to your particular situation, at any time to the processing of personal data concerning you, including any personal profiling; unless this relates to processing that is necessary for the performance of a task carried out in the public interest or an exercise of official authority vested in us. We shall no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of you, the data subject, or for the establishment, exercise or defence of legal claims.

Right to not be subject to decisions solely on automated processing

We do not carry out any automated processing, which may lead to an automated decision based on your personal data.

Invoking your rights

If you would like to invoke any of the above data subject rights with us, please write to the Data Protection Officer at Securi-Guard, Darklake View, Plymouth, PL6 7TL or email DPO@securi-guard.co.uk

Accuracy of information

In order to provide the highest level of customer service possible, we need to keep accurate personal data about you. We take reasonable steps to ensure the accuracy of any personal data or sensitive information we obtain. We ensure that the source of any personal data or sensitive information is clear and we carefully consider any challenges to the accuracy of the information. We also consider when it is necessary to update the information, such as name or address changes and you can help us by informing us of these changes when they occur.

Important Information:

Questions and queries

If you have any questions or queries which are not answered by this Privacy Policy, or have any potential concerns about how we may use the personal data we hold, please write to Data Protection Officer at Securi-Guard, Darklake View, Plymouth, PL6 7TL or email DPO@securi-guard.co.uk

Policy Changes

This Privacy Policy is regularly reviewed. This is to make sure that we continue to meet the highest standards and to protect your privacy. We reserve the right, at all times to update, modify or amend this Policy. The latest version of this policy can be found at www.securi-guard.co.uk

If you have a complaint

If you have a complaint regarding the use of your personal data or sensitive information the please contact us by writing to the Data Protection Officer at Securi-Guard, Darklake View, Plymouth, PL6 7TL or email DPO@securi-guard.co.uk and we will do our best to help you.

If your complaint is not resolved to your satisfaction and wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 01625 545745 or 0303 123 1113.

Signed:



Dated: 1st May 2018

Position: Managing Director

Review Date: May 2019