

Privacy Policy

Total Fire & Security Limited is committed to protecting and respecting your privacy. This policy, together with any other documents referred to within, sets out the basis on which we will process any personal data that we collect from you, or that you provide to us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The lawful basis on which we collect and process data is Legitimate Interests. For the purpose of the Data Protection Act 1998 (Act), the data controller is Total Fire & Security Limited, The Barn, Stonewood Offices, West Yatton Lane, Castle Combe, Chippenham, Wiltshire, SN14 7EY, and it is registered with the ICO under number Z9708364.

We Collect and Process Data from a Range of Individuals:

- Visitors to our website (www.totalfireandsecurity.co.uk) who may or may not be registered with us.
- Individuals and employees of organisations that contact us to enquire about our services or enter into a contract with us.
- Suppliers of services and products that allow us to perform our services and contracts.

Information gained from the above is given freely and directly to us. We share this information with third parties as described in to the “Sharing your information” section of this document.

Information we Process about Individuals:

- Names, addresses and contact details.
- Information on the sites where we provide our services.
- Information on the systems installed, and/or serviced and maintained.
- Installation dates and dates on which servicing is due.
- Invoice values.
- Correspondence.

We do not process data on individuals aged under the age of thirteen (13).

The information processed is proportionate to, and necessary for, the purpose of providing our services and contracts.

Where we store Individuals' Data

Technical and organisational security measures have been put in place to ensure any personal data in our control is suitably safeguarded. We have limited access to direct employees and authorised service providers who require such information to deliver our services and for the purposes outlined in this policy.

Once we have received your information we will use strict procedures and security features in order to reduce the risk of unauthorised access.

For the purpose of business continuity, the data that we collect may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). Please refer to the "Sharing your information" section of this document which describes the third parties with which we share data.

By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Sharing your Information

We may disclose your personal information to the following third parties to achieve the purpose of Legitimate Interests.

- We share data with our accrediting bodies, the Security Systems and Alarms Inspectorate Board (SSAIB) and British Approvals for Fire Equipment (BAFE), to register installations and generate certificates.
- We share data with Southern Monitoring Services, and ARC Monitoring so that they can provide monitoring services to Individuals for the purposes of the security and safety of property and life.
- We share data with CSL Dualcom who provide the signalling equipment and means of signalling for system monitoring.
- We share data with the Police and Fire & Rescue Services so that they can respond effectively if called to attend a monitored site.

- We back up our data to servers managed by iDrive Inc., which may be outside the European Economic Area (“EEA”).

In the event that we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets, in which case personal data held by it about its customers will be one of the transferred assets.

We may disclose your personal data if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Total Fire & Security Limited our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. We will not disclose your information to any third party for such purposes. You can exercise your right to prevent such processing at any time by contacting us at admin@totalfireandsecurity.co.uk.

Accessing your Information

The Data Protection Act 1998 gives you the right to access information we hold about you. You can find out if we hold any personal information about you by making a “subject access request” under the Data Protection Act 1998.

If we do hold information about you we will:

- Give you a description of it,
- Tell you why we are holding it,
- Tell you who it could be disclosed to, and,
- Let you have a copy.

Any formal subject access request should be made in writing to the address below and may be subject to a fee of £10 to meet our costs in providing you with the details of the information we hold about you.

How can you Update or Change the Information we Process?

If at any time you wish to change your information, you can contact us via email, providing the updated information to the contact email address on this website.

If you wish to opt-out of email notifications and communications you can unsubscribe by sending a request to the contact email address on this website.

If you would like to be removed from our database completely, please send a request to the contact email address on this website.

Changes to Our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to admin@totalfireandsecurity.co.uk or in writing to Total Fire & Security Limited, The Barn, Stonewood Offices, West Yatton Lane, Castle Combe, Wiltshire, SN14 7EY.