



Coomber Security Systems Ltd Privacy Policy

Coomber Security Systems Ltd, are a company registered in England and Wales under registration number 2525954. Our Registered Company Address is Deane Gate Lodge, Deane Gate Avenue, Taunton, Somerset, TA1 2UH.

Coomber Security Systems Ltd we are committed to data protection and data privacy. With the General Data Protection Regulation (GDPR) becoming enforceable from 25 May 2018, we have undertaken a GDPR readiness programme to review our entire business, the way we handle data and the way in which we use it to provide our services and manage business operations.

We hold data on all our customers to meet legal obligations and to perform vital internal functions. This notice details the personal data we may retain, process and share with third parties relating to your vital business operations. We are committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

Coomber Security Systems Ltd aims to comply with the eight principles of the Data Protection Act which states that data must be:

- 1.1 fairly and lawfully processed
- 1.2 processed for limited purposes
- 1.3 adequate, relevant and not excessive
- 1.4 accurate
- 1.5 not kept for longer than is necessary
- 1.6 processed in line with individuals' rights
- 1.7 secure
- 1.8 not transferred to countries without adequate protection

Our company appointed Data Protection Officer is Louise Smith, please contact us if you have any concerns about how we use your personal data on 01823 282888 or louise@coombersecurity.com. We review our policy yearly or sooner if any regulations change or we make any changes to our processes. This Policy aims to set out our responsibilities

under the General Data Protection Regulation 2016 (GDPR) relating to the processing and security of your personal information.

Why do we collect personal data?

We collect personal data for the purpose of carrying out the range of services provided by Coomber Security Systems Ltd to our customers, for example

- Confirming your identity to provide some services
- Contacting you by post, email or telephone
- Understanding your needs to provide the services that you request
- Understanding what we can do for you and inform you of other relevant services
- Updating your customer record
- Helping us to build up a picture of how we are performing at delivering services to you and what services are needed
- Processing financial transactions

What personal information do we collect?

Company Information - Name, address and contact details, site plans, legal ownership, registration details, trading address

Contact Information - Contact name, job title if applicable, business address, business phone number, email and addresses

User Information - Contact name, job title, business phone number, email and address

From Callers - if you ring us, we will collect your name and contact information so we can respond to your enquiry

Who will we share your personal information with and why?

We will only share your personal data with a third party if it is applicable to fulfil contractual obligations to you, such as Monitoring Stations or the Police Force, or if we are obliged to do so by law (e.g Police Investigation). We will not share your data with any 3rd party for marketing purposes without your consent, this may include testimonials for our website.

Our Regulators

National Security Inspectorate

We are regulated by the National Security Inspectorate and during audit inspections they are given access to our customer files in accordance with ISO 9001. Below is a link to their privacy notice:

<https://www.nsi.org.uk/privacy-notice/>

Marketing and the use of your Personal Information

We will only market products and services to you if we have your consent to do so and at any time, you can contact us and withdraw that consent and we will update our records accordingly.

Accuracy of your Personal Information

We work hard to make sure that the data we hold is accurate, if you believe that the data we hold may be inaccurate then please contact us and we will correct as required.

Your Rights

Under the General Data Protection Regulations 2016, you have rights as an individual which you can exercise in relation to the information we hold about you. You can read more on these rights by following the link below:

<https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Complaints or Queries

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

We have drafted this policy with the aim to keep it brief and provide a general understanding, so it does not provide details of all aspects of our collection and use of Personal Information. We are happy to provide any additional information or explanation if required and any requests for this should be sent to Coomber Security Systems Ltd, Deane Gate Lodge, Deane Gate Avenue, Taunton, Somerset, TA1 2UH or info@coombersecurity.com

If you want to make a complaint about the way we have processed your personal information, you can contact the ICO, which are the statutory body which oversees data protection law. Their details can be found at - www.ico.org.uk/concerns

Access to Personal Information

We are as clear and as open as possible to give people access to their personal information. You can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation 2016. If we do have information held for you we will then provide a description of it, tell you why it is being held, who we may disclose it to and provide you with a copy of it.

To make a request for personal information, please write to us as below:

Coomber Security Systems Ltd, Deane Gate Lodge, Deane Gate Avenue, Taunton, Somerset, TA1 2UH or info@coombersecurity.com

Security of your Personal Information

Security of the information we hold is paramount. As a company, we have taken the necessary steps to ensure the security of your data. With the help of our IT Support Company, all our Servers and PCs are protected by approved security software and firewalls. All USB devices we use to store personal information are encrypted. All paper documents containing personal information once finished with, are securely destroyed using a Secure Waste Disposal Company and we are then issued with a Certificate of Secure Destruction.

Links on our Website

This policy does not cover all the links contained within our website so we would encourage you to read the privacy statements on these websites.

Changes to this Policy

Our Privacy Policy is under regular review and changes made when needed, it was last updated 16th May 2018

Getting in Contact with us

If you'd like to request further information about our Data Protection Policy, you can [email us](#) or write to us at Coomber Security Systems Ltd, Deane Gate Lodge, Deane Gate Avenue, Taunton, Somerset, TA1 2UH.

Our ICO Data Protection Registration Reference is Z7370052