

GDPR – Data Privacy Notice

Introduction

Securist Limited is committed to protecting your privacy and security. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

About us

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by the Securist Limited, a private limited company with registration number 7017273.

What information we collect

Personal data you provide

We collect data you provide to us. This includes information you give when joining or registering, placing an order or communicating with us. For example:

- Personal details (name, date of birth, email, address, telephone etc.) when applying for a job, contact us through the 'contact us' option on our website, or requesting a service;
- Financial information (payment information such as account details, credit/debit card or direct debit details);
- Access codes inline with BS50131-1:2006; to provide service requested by yourself or service provider;

Information from third parties

We sometimes receive personal data about individuals from third parties. For example, we may send out quality surveys to our customers. We may collect information from social media where you have given us permission to do so, or if you post on one of our social media pages.

Occasionally, we may collect information about certain customers from public sources. This could include public databases (such as Company Check), news or other media. We don't do this to everyone, and it is the exception not the rule.

Sensitive personal data

We do not normally collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation). However, there are some situations where this will occur (e.g. a Health Declaration form when you start employment with Securist Limited). If this is the case, we'll take extra care to ensure your privacy rights are protected and will provide you with a Privacy Notice for staff.

How we use information

We only ever use your personal data with your consent or where it is necessary, in order to:

- enter into, or perform, a contract with you;
- comply with a legal duty;
- protect your vital interests;
- for our own (or a third party's) lawful interests, provided your rights don't override these.
- In any event, we'll only use your information for the purpose or purposes it was collected for (or else for closely related purposes):

Marketing

We use personal data to communicate with people, such as, keeping you up to date with our news, promotions and updates.

Administration

We use personal data for administrative purposes. This includes:

- maintaining databases;
- performing our obligations in accordance with the law;
- fulfilling orders for goods or services (whether placed online, over the phone or in person);
- helping us respect your choices and preferences (e.g. if you ask not to receive marketing material, we'll keep a record of this).

We may process personal data for certain legitimate business purposes, which include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our activities / communications in furtherance of our company objectives, for example to improve the experience of our customer from feedback obtained;
- to ensure our compliance with best practice, by monitoring calls made by third parties on our behalf;
- to identify and prevent fraud; and
- to enhance the security of our network and information systems.

Whenever we process data for these purposes, we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate

business interests do not automatically override your interests – we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

You have the right to object to this processing if you wish, and if you wish to do so, then please contact admin@securist.uk. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

Disclosing and sharing data

We will **never** sell your personal data. If you have opted-in to marketing, we may contact you with information about our partners, or third party products and services, but these communications will always come from Securist Limited and are usually incorporated into our own marketing materials (e.g. advertisements in magazines or newsletters). We may share personal data with subcontractors or suppliers who provide us with services. However, these activities will be carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

Marketing

Securist Limited asks its customers to “opt-in” for most communications. This includes all our marketing communications (the term “marketing” is broadly defined).

This means you have the choice as to whether you want to receive these messages and are able to select how you want to receive them (post, phone, email, text).

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact admin@securist.uk.

What does ‘marketing’ mean?

Marketing does not just mean offering things for sale, but also includes news and information about:

- our company;
- Securist Limited benefits and offers;
- role opportunities;
- products, services and offers (our own, and those of third parties which may interest you);
- taking part in projects (e.g. events in the local area);

- taking part/nominations for awards; and

When you receive a communication, we may collect information about how you respond to or interact with that communication, and this may affect how we communicate with you in future.

Newsletters

Securist Limited may from time to time, send out newsletters to our customers and clients. You can choose to unsubscribe from general marketing communications. Please be aware that these communications may include advertisements, competitions and fundraising information.

Automated Decision Making

We do not use any form of automated decision making in our business.

How we protect data

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

CCTV

Some of our premises have CCTV and you may be recorded when you visit them. CCTV is there to help provide security and to protect both you and Securist limited. CCTV will only be viewed when necessary (e.g. to detect or prevent crime) and footage is only stored temporarily. Unless it is flagged for review CCTV will be recorded over.

Securist Limited complies with the Information Commissioner's Office CCTV Code of Practice, and we put up notices so you know when CCTV is in use.

Storage

Where we store information

Securist Limited operations are based in the UK and we store our data within the UK. We do not transfer personal data outside the EEA.

How long we store information

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (though we'll keep a record of your preference not to be emailed).

We continually review what information we hold and delete what is no longer required.

Keeping you in control

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically on the basis of your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please email admin@securist.uk . We can provide you with a template Personal Data Request Form which includes guidance on how to make your request (and will help us respond more quickly). Please contact us for a copy of this.

Complaints

You can make a complaint to Securist Limited directly by contacting admin@securist.uk using the details set out above. If you wish to make a complaint which does not directly relate to your data protection and privacy rights, you can do so in accordance with our complaint policy.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk.

Changes to this privacy policy

We'll amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.