



AA Alarms & Security Systems Privacy Policy

Our contact details

AA Alarms & Security Systems
194 Balby Road
Balby
Doncaster
DN4 0NE

Office: (01302) 327618
Mobile: 07836 660512
Email: aa.alarms@virgin.net

We hold personal information about you which may include

- Your Name/Company Name
- Your Address
- Your Telephone Number
- Your Website Address
- Your Email Address
- Other information relevant to the services that we provide such as your system specification.

How we get the information and why we have it

Information we hold is given to us by yourself either at the point of initial contact (telephone call or email) or during a site survey. We do not harvest information from any other source.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1. We have a legitimate interest
2. Contract

What we do with the information

The information that we collect is used primarily for internal record keeping.

In addition to this, we may share your details with:

1. Our approval organisation – Security Systems & Alarms Inspection Board.
2. The Police force of the county in which your alarm system is installed (only in the case of Police response systems).
3. Our chosen monitoring station (ARC) – East Midlands Central Station (only in the case of Police response systems).

We will not give your personal information to any other third party unless we are required to by law.

How we store your information

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Your information is kept for a period of ten years from the date that we no longer provide services to you.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at aa.alarms@virgin.net if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

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