

# Castle Alarms 1981 Limited Website Privacy Statement

## PRIVACY POLICY

This privacy policy defines how Castle Alarms 1981 Limited collects, uses and protects personal information. Castle Alarms 1981 Limited is registered with the Information Commissioner's Office and is the registered "Controller" of your personal information. Our 'Privacy Policy' seeks to explain, in a concise and transparent manner, when and why we collect personal information from those who visit and use our website or use our services. It also explains how we use your personal data, the conditions under which we may disclose it to others and how we keep it secure. Please be aware, that by using our website, you're agreeing to be bound by our 'Privacy Policy'

## People visiting our website

**Information Collection and Use** While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name, address, email address, telephone number ("Personal Information").

**Log Data** Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this.

**SSL** Our website is protected using an SSL Certificate (Secure Sockets Layer). This is the standard security technology that establishes an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

**Communications** We may use your Personal Information to contact you with marketing, news or promotional information that we feel would benefit your security or safety system.

**Cookies** Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

**Security** The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

## People using the website "Contact Us" email

If you use the "Contact Us" email feature, we will receive an email which contains your email address and any details that you decide to include within the email. It is your decision what personal

information to include within the mail. We will use this information to respond to any questions you ask and we do not share this information with any other party. The email information will be deleted if we do not end up providing any services to you.

### **People using Castle Alarms' services**

Castle Alarms 1981 Limited provides goods and services in the fire and security industry.

We hold client data to enable us to provide, install, service and maintain our services to you.

On termination or completion of any work for you, we only hold your information to meet any legal requirements or to facilitate any future work for you.

### **Sharing your personal information**

As part of delivering our services to you, we do not share personal information with any other party unless you agree to us passing on your information to: -

- (a) An Alarm Receiving Centre or a Video Receiving Centre who need to hold information about you to carry out their services. These businesses operate within GDPR guidelines and security requirements laid down within the fire and security industry.
- (b) certification bodies who may become involved in auditing and certifying your system as part of our external audit process. These businesses operate within GDPR guidelines and security requirements laid down within the fire and security industry.

In the above circumstances we will ensure that either: -

- (a) appropriate contracts are in place with the other parties working on any consultancy project with you to ensure that they cannot do anything with your personal information unless we (on your behalf) or you have instructed them to do it, or
- (b) the other parties have an appropriate privacy policy in place to ensure that they will:
  - I. not share your personal information with any organisation apart from us and
  - II. hold it securely and
  - III. retain it for only the period required to fulfil contractual obligations.

### **Restricted Marketing**

It is important that you are aware that you have a choice about whether or not you wish to receive marketing information or service notifications from us. In the course of providing goods and services to you we will contact you by email, letter or telephone. If you have a system that requires maintenance or monitoring then we will contact you with information to do with service dates as well as activations. As part of our commitment to maintaining your security and safety systems we will contact you with details of such products and services as we feel may benefit you.

### **Disclosure of personal information**

As well as sharing your personal information during the delivery of our services (as described under "Sharing Your Personal Information" above), we may disclose your personal information to any competent law enforcement body, regulatory, government agency, court or other third party where we believe disclosure is necessary, for example under the following circumstances:

- (a) as a matter of applicable law or regulation, or
- (b) to exercise, establish or defend Hawkstone Consulting's legal rights, or
- (c) to protect your vital interests or those of any other person or
- (d) to enforce or apply Hawkstone Consulting's consultancy terms and conditions or
- (e) to protect Hawkstone Consulting (for example disclosure to organisations or a person for the purposes of fraud protection and credit risk reduction) or
- (f) to any other person with your consent to the disclosure

## **Legal basis for processing personal information**

We collect and use personal information from you only where: -

- (a) we need the personal information to perform a consultancy contract with/involving you, as described in "People Using Keyways Security Services" above or
- (b) we have your consent to do so, or
- (c) the processing is in our legitimate interests, or
- (d) we have a legal obligation to collect personal information from you or
- (e) we need the personal information to protect your vital interests or those of another person

## **Your rights**

You have the rights defined in the "Information Commissioner's Office" document entitled ["Is my information being handled correctly?"](#) Click on the link to read these rights.

## **Access to Personal information**

You can find out if we hold any personal information about you by making a "subject access request". If we do hold information about you, we will

- (a) give you a description of it;
- (b) tell you why we are holding it;
- (c) tell you who it could be disclosed to; and
- (d) let you have a copy of the information in an understandable format

To make a request for any personal information we may hold, you need to put the request in writing to the address provided below. Please address your enquiry to the;

Data Manager

[admin@castlealarms.com](mailto:admin@castlealarms.com)

Castle Alarms 1981 Limited

Millennium House

Boundary Bank

Underbarrow Road

Kendal

LA9 5RR

**Changes to this Privacy Policy** This policy was reviewed in May 2018 and is subject to continuous assessment as part of the Company's Management Review procedure. We reserve the right to

update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.