



Privacy Notice

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

East Anglia Security Services Ltd collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation across the European Union (including in the United Kingdom) and we are responsible as a 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

Information collected by us

In the course of maintaining and/or monitoring your security system(s) we collect the following personal information when you provide it to us:

1. names of persons placing orders, delivery address and other categories of personal data
2. Key holder information, name, addresses and contact numbers

How we use your personal information

We use *your personal information* in order to be able to continue maintaining and/or monitoring your installed system(s).

Who we share your personal information with

We routinely share your name and delivery address details and Keyholder information with our third party suppliers such as the SSAIB, Police, Southern Monitoring Services, Yeoman Monitoring Services Ltd who assist in remotely monitoring your systems.

We will also share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Whether information has to be provided by you, and if so why

The provision of monitoring and maintain your alarm systems does necessitate us keeping information in relation to the installation address, any keyholders personal contact information to enable us to annual maintain systems and have a third party monitor the same.

How long your personal information will be kept

1. We will hold name, address and contact detail for the period we are required to retain this information by applicable UK tax law.

Your rights

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

1. fair processing of information and transparency over how we use your use personal information
2. access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
3. require us to correct any mistakes in your information which we hold
4. require the erasure of personal information concerning you in certain situations
5. receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
6. object at any time to processing of personal information concerning you for direct marketing
7. object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
8. object in certain other situations to our continued processing of your personal information
9. otherwise restrict our processing of your personal information in certain circumstances
10. claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

1. email, call or write to us
2. let us have enough information to identify you
3. let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
4. let us know the information to which your request relates

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your

personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Changes to this privacy notice

This privacy notice was published on 25/06/18 and last updated on 01/12/18.

How to contact us

Please contact us, if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email to admin@ea-ss.co.uk, write to East Anglia Security Services Ltd, 5 Bulrush Close, Horsford, Norwich, Norfolk NR10 3SP or call 01603 516184.