**PRIVACY POLICY**

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| **Date** | **Author** | **Changes Made** |
| 03/10/2025 | AC | Policy Created |
| 05/10/2025 | RC | Finalised and Signed Off by Director |

Castle Fire Services are committed to protecting your privacy. This policy outlines what data we collect from you, how it is utilised, and how it is stored. We will not sell, share, or rent any private details to any other company or organisation.

**INFORMATION WE COLLECT FROM YOU**

All data received through any means is stored securely. This can include data received from our website **www.castlefireservices.co.uk** (your contact details), or through any correspondence you have with us. This data will predominantly include Contact Names, Business Names, Email Addresses, Contact Numbers, and Business Addresses. If there is a requirement for further information (e.g. a key-safe code), these will never be stored and will be requested upon each visit to your Business. We may collect your data from other Services, which you will have already consented to them sharing with us. We pride ourselves in only working with reputable, GDPR aware Businesses to ensure top safety of our customers and their information.

**WE USE THIS INFORMATION**

To provide a service to you as the customer; to meet our safety requirements in ensuring your Business is fire safe (booking you in when you are due); to provide you with further marketing information about our services; to notify you about changes to our services.

**SHARING OF INFORMATION**

Your information may be shared when it is a Legal Requirement to do so, e.g. in the presence of fraud or credit risk reduction.

**STORING YOUR INFORMATION**

All information is stored in secure servers from initial receipt. All databases have strict security processes, and all staff-members are GDPR compliant. We use strict security procedures to limit unauthorised access to our files. We will keep your details for as long as required depending on the works completed – i.e. if you have had a Fire Extinguisher Service, we will contact you again in 6 months to book in your next service. If you do not wish to book with us, we will delete your information. However, if your works are not due for renewal for 12 months, we will keep your information and contact you when the work is due to be renewed. We will never keep your information for longer than 3 years.

**YOUR RIGHTS**

You have the right to request that we do not store your personal information. To request this, you will need to contact us via email info@castlefireservices.co.uk. Also be advised that on the occasion that our website/emails redirect you to another site or company, they will have their own Privacy Policy, and we do not hold responsibility for how they process your data. You also have the right to access any data we hold about you, to do this, email info@castlefireservices.co.uk with a Subject Access Request (SAR). Once your identity has been confirmed, we aim to complete all SARs within 4 weeks. If this cannot be achieved for legitimate reasons, you will be notified immediately.

**If you have further questions about this Privacy Policy, please contact info@castlefireservices.co.uk, where one of the Team will be happy to help. You can also contact the Information Commissioner’s Office (ICO) for further information.**

**HOW TO COMPLAIN**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this document.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: **0303 123 1113**

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)