



PRIVACY POLICY

How Horizon collects, uses, shares and protects personal information

OUR PRIVACY COMMITMENT

Horizon is committed to handling personal information lawfully, fairly, transparently and securely. This Privacy Policy explains what information we may collect, why we use it, who we may share it with, how long we retain it and the rights available to individuals under UK data protection law.

Horizon Security Solutions Ltd

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Privacy at a glance

This summary is designed to make the key points easy to understand. The full policy below provides further detail.

Topic	Horizon approach
Who controls your information	Horizon Security Solutions Ltd is normally the data controller for personal information it collects for its own business, training, recruitment and website purposes.
What we collect	Information depends on your relationship with Horizon and may include identity, contact, training, employment, financial, security, technical and communication information.
Why we use it	To respond to enquiries, enter into and perform contracts, deliver training and security services, manage safety and risk, comply with law, recruit personnel and operate our business.
Who we share it with	Only where necessary and lawful, including relevant clients, awarding organisations, regulators, service providers, professional advisers, funding bodies and public authorities.
International activity	Where information must be transferred outside the UK, Horizon will use an appropriate lawful transfer mechanism where UK law requires one.
How long we keep it	Only for as long as reasonably necessary, taking account of the purpose, legal requirements, qualification rules, contractual needs and potential complaints or claims.
Your rights	Depending on the circumstances, you may have rights of access, correction, deletion, restriction, objection, portability and withdrawal of consent.
Complaints	You can complain directly to Horizon. Data protection complaints will be acknowledged within 30 days and investigated without undue delay. You may also complain to the ICO.

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1. Introduction and scope

Horizon Security Solutions Ltd ("Horizon", "we", "us" or "our") is committed to protecting and respecting your privacy and to handling personal information fairly, lawfully, transparently and securely.

This Privacy Policy explains how we collect, use, store, share and protect personal information and describes the rights available to individuals under applicable UK data protection law.

It applies to personal information we process in connection with:

- our website and online forms;
- enquiries and communications;
- security, risk management and consultancy services;
- training courses, qualifications and certification;
- client, supplier and partner relationships;
- recruitment, employment and contractor engagement;
- marketing communications;
- complaints, feedback and legal claims; and
- other interactions with Horizon.

We may provide additional privacy information where a particular activity requires more specific detail, for example in relation to employment, CCTV, operational security activity, particular client projects or a specific awarding organisation.

2. Who we are and our role

Horizon Security Solutions Ltd is a private security, risk management and training company operating in the United Kingdom and internationally.

For most personal information described in this policy, Horizon is the data controller. This means we determine why and how the personal information is processed.

In some circumstances, particularly when providing services on behalf of a client, Horizon may process personal information on the documented instructions of another organisation. In those circumstances, that organisation may be the data controller and its privacy information may also apply.

CONTACT FOR PRIVACY MATTERS

Horizon Security Solutions Ltd, 100 Balloch Road, Balloch, Alexandria, West Dunbartonshire, G83 8SR, United Kingdom. Email: info@horizon.uk.com | Tel: 01389 755551.

3. Personal information we may collect

The information we collect depends on your relationship and interaction with Horizon.

Identity and contact information

- name, address, email address and telephone number;
- date of birth and identity information where required;
- job title, employer or organisation details; and
- other contact information reasonably needed to communicate with you.

Client, service and operational information

- service requirements, instructions and correspondence;
- locations, travel arrangements and operational information;
- security requirements, risk information and incident details;
- information concerning premises, assets or individuals relevant to a service; and
- other information reasonably necessary to plan, provide, manage or review security and consultancy services.

Training and learner information

- course enquiries, bookings, attendance and payment information;
- identity, qualifications, licences, certificates and prerequisite evidence;
- assessment, examination, practical performance and certification information;
- reasonable adjustment or accessibility information where relevant;
- funding, sponsorship or employer information; and
- communications relating to training and qualification administration.



Recruitment and contractor information

- CVs, applications and employment or deployment history;
- qualifications, licences, professional memberships and training records;
- references, right-to-work and suitability information;
- availability, assignment and deployment information; and
- vetting or criminal-offence information where relevant, lawful and necessary.

Financial, website and communications information

- invoices, deposits, refunds, funding arrangements and transaction records;
- IP address, browser, device, operating system and website interaction data;
- cookies and similar technology information where used; and
- emails, telephone notes, complaints, feedback and other correspondence.

4. Special category and criminal-offence information

Certain types of personal information receive additional protection under data protection law. Depending on the circumstances, Horizon may need to process health information, for example to consider reasonable adjustments, accessibility, safe participation in training, emergency circumstances or occupational requirements.

In some security, recruitment or contractor contexts, we may also process criminal-offence, vetting or security-related information where this is necessary and legally permitted.

We will process special category or criminal-offence information only where there is an appropriate lawful basis and any additional condition required by law. We do not collect sensitive information simply because it may be useful; it must be relevant and necessary for a legitimate purpose.

5. How we obtain personal information

We may obtain personal information:

- directly from you;
- through our website, online forms or communications;
- when you book or attend training;
- from an employer, sponsor or organisation making a booking on your behalf;
- from a client for whom Horizon is providing services;
- from awarding organisations, qualification bodies and funding bodies;
- from referees, previous employers, professional or licensing bodies;
- from suppliers, subcontractors and service providers;
- from public authorities or lawfully available public sources; or
- from another organisation where the sharing of information is lawful and appropriate.

Where we receive personal information about you from another source, we will provide appropriate privacy information where required by law and where no lawful exemption applies.

6. How and why we use personal information

Responding to enquiries and preparing contracts

We use personal information to respond to requests, provide information and quotations, discuss requirements and take steps requested before entering into a contract.

Providing services and training

We process information where necessary to provide security, risk management and consultancy services; plan operations; administer course bookings; deliver training; conduct assessments; arrange certification; provide customer support; and fulfil contractual obligations.

Managing client and business relationships

We may use information to administer contracts, communicate with clients and suppliers, manage projects, issue invoices, monitor service delivery and maintain appropriate business records.

Safety, security and risk management

We may process information to protect individuals, premises and assets; assess and manage risk; prevent or investigate security incidents; protect systems; manage health and safety; prevent fraud or misuse; and support emergency responses.



Legal and regulatory compliance

We may process information where necessary to comply with legal, regulatory, taxation, accounting, licensing, data protection, awarding-organisation, funding or other applicable requirements.

Recruitment and workforce management

We may use information to evaluate applications, verify qualifications and licences, obtain references, assess suitability, engage personnel, manage assignments and maintain workforce records.

Complaints, disputes and legal claims

Information may be processed to investigate and respond to complaints, resolve disputes, establish facts and bring, defend or manage legal claims.

Improving our services

We may analyse appropriate information to assess performance, improve training and services, administer our website, develop our business and improve customer experience.

7. Lawful bases for processing

Horizon must have a lawful basis for processing personal information. Depending on the circumstances, we may rely on:

- **Contract** - where processing is necessary to enter into or perform a contract with you.
- **Legal obligation** - where processing is necessary to comply with a legal duty that applies to Horizon.
- **Legitimate interests** - where processing is necessary for Horizon's or another organisation's legitimate interests and those interests are not overridden by your rights and interests.
- **Consent** - where consent is appropriate and has been validly obtained. You may withdraw consent at any time for future processing based on that consent.
- **Vital interests** - in exceptional circumstances where processing is necessary to protect someone's life or physical safety.
- Other lawful bases recognised by UK data protection law where relevant to a particular processing activity.

Where Horizon relies on legitimate interests, we consider whether the processing is necessary and proportionate and whether the individual's interests, rights or freedoms require additional protection.

8. Training, qualifications and awarding organisations

Where you attend regulated or externally certificated training, Horizon may need to share relevant personal information with awarding organisations, assessment bodies, internal and external quality-assurance personnel, regulators, funding organisations or government schemes.

The information shared will be limited to what is reasonably required for purposes such as registration, assessment, quality assurance, certification, audit, funding and compliance. Those organisations may act as independent data controllers in relation to information they receive and may provide their own privacy information.

9. Security and operational services

Because Horizon provides protective security, risk management, consultancy and other security-related services, we may sometimes process information relating to individuals other than the person or organisation that engaged us.

Any such processing must have a lawful purpose and be conducted in accordance with applicable law. Where appropriate and legally required, individuals will be provided with privacy information. There may be limited circumstances in which the law permits information to be withheld or delayed, for example where disclosure would prejudice crime prevention, legal proceedings or another legally recognised purpose.

Where Horizon operates CCTV, body-worn video or another surveillance system as data controller, additional signage or privacy information may be provided where appropriate.

10. Recruitment and contractors

Horizon processes applicant and contractor information to assess suitability, verify experience and qualifications, obtain references, meet legal or client requirements and manage recruitment and deployment. Information will not be used for unrelated purposes without an appropriate lawful basis.

Where a role requires enhanced screening, vetting, licence verification or other checks, Horizon will conduct or commission those checks only where they are necessary, proportionate and lawful.

11. Who we may share information with

Horizon does not sell personal information. Where necessary and lawful, information may be shared with:

- clients and contracting organisations;
- awarding organisations, examination bodies and regulators;
- instructors, assessors and quality-assurance personnel;
- funding bodies and sponsors;
- professional advisers, accountants, auditors and insurers;
- payment, IT, hosting, email, cloud and website providers;
- subcontractors and specialist partners;
- recruitment, vetting and reference providers;
- government bodies, law-enforcement agencies, courts and emergency services; and
- other parties where disclosure is required or permitted by law.

Where another organisation processes personal information on Horizon's behalf, we require appropriate contractual, confidentiality and security arrangements where required by law.

12. International transfers

Horizon operates within the UK and may provide services internationally. This means that, where necessary for a legitimate business or operational purpose, personal information may sometimes be transferred to or accessed from a country outside the United Kingdom.

Where UK data protection law requires safeguards for an international transfer, Horizon will use an appropriate lawful mechanism. Depending on the destination and circumstances, this may include a UK adequacy arrangement, approved contractual safeguards or another transfer mechanism recognised under UK law.

We will also consider the sensitivity of the information, the purpose of the transfer and the security arrangements available.

13. How long we keep personal information

Horizon does not keep personal information indefinitely. We retain it only for as long as reasonably necessary for the purpose for which it was collected and to meet applicable legal, contractual, regulatory, taxation, accounting, qualification, security and dispute-resolution requirements.

Retention periods or criteria depend on factors including:

- the nature of our relationship with you;
- the type, volume and sensitivity of the information;
- contractual, funding and awarding-organisation requirements;
- legal, taxation, licensing and regulatory requirements;
- statutory limitation periods;
- whether information may be needed for a complaint, incident or legal claim; and
- legitimate safety or security requirements.

Information that is no longer required will be securely deleted, destroyed or anonymised in accordance with Horizon's retention practices.

14. Keeping your information secure

Horizon takes the security and confidentiality of personal information seriously. We use proportionate organisational and technical measures designed to protect information against unauthorised access, accidental loss, misuse, alteration, disclosure and destruction.

Access is restricted to personnel and service providers who have a legitimate reason to access the information. Personnel handling sensitive information are expected to maintain confidentiality and comply with Horizon's information-security and data-protection requirements.

No method of electronic transmission or storage can be guaranteed to be completely secure, but Horizon takes reasonable and proportionate measures to manage the risks associated with the information it processes.



15. Cookies and website technologies

Our website may use cookies and other storage or access technologies to operate correctly, maintain security, improve functionality, protect forms and accounts, understand website use and, where applicable, support marketing.

Some technologies are necessary for the website or a service requested by the user to operate. Where consent is required by law for non-essential cookies or similar technologies, they should not be activated unless and until the appropriate consent has been obtained.

You can manage available preferences using the cookie or consent controls provided on the website and, where appropriate, through your browser settings. Disabling certain technologies may affect website functionality.

Third-party website services

Parts of our website may use third-party technology to provide functionality, security, anti-spam protection, hosting, analytics, communications or payment services. Those providers may receive technical information relating to your browser, device or interaction with the website in accordance with the arrangements applicable to that service.

Where third-party services involve personal information, Horizon will consider the data-protection and security implications and will use appropriate contractual or other safeguards where required.

16. Marketing communications

You may choose to receive information from Horizon about courses, services, opportunities, events or other relevant developments.

We will send electronic direct marketing only where we have an appropriate lawful basis and comply with applicable electronic marketing rules. Depending on the circumstances, this may include consent or another legally permitted basis.

You can object to or opt out of direct marketing at any time. Marketing emails should provide an unsubscribe or opt-out facility, or you may contact Horizon directly and ask us to stop. We may retain sufficient information to ensure that an opt-out request continues to be respected.

17. Your data protection rights

Depending on the circumstances, UK data protection law may give you the right to:

- be informed about how your personal information is used;
- request access to personal information held about you;
- request correction of inaccurate or incomplete information;
- request deletion of information in certain circumstances;
- request restriction of processing in certain circumstances;
- object to certain processing, including direct marketing;
- request transfer of certain information in a portable format;
- withdraw consent where processing is based on consent; and
- receive appropriate protections in relation to certain automated decisions.

These rights are not absolute and exemptions may apply. Horizon may need to verify your identity before acting on a request. We will respond within the applicable statutory timescale and will not normally charge a fee, although the law permits a reasonable fee or other action in limited circumstances.

18. Automated decision-making

Horizon does not ordinarily rely solely on automated processing to make decisions about individuals that have legal or similarly significant effects. If we introduce processing of this nature, we will provide appropriate information and safeguards as required by law.

19. Data protection complaints

HOW TO RAISE A DATA PROTECTION COMPLAINT

If you are concerned about how Horizon has collected or used your personal information, contact us at info@horizon.uk.com or write to Horizon Security Solutions Ltd, 100 Balloch Road, Balloch, Alexandria, West Dunbartonshire, G83 8SR. You do not need to use any particular wording.



Horizon will take appropriate steps to facilitate data protection complaints. We will acknowledge receipt of a data protection complaint within 30 days, investigate it appropriately without undue delay, keep the complainant informed as appropriate and communicate the outcome.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator. Information about making a complaint is available at ico.org.uk. We would welcome the opportunity to address your concern directly first, but contacting Horizon does not remove your right to complain to the ICO.

20. External links and third parties

Our website may contain links to websites or services operated by other organisations. Horizon is not responsible for how independent third parties collect or use personal information. You should review the privacy information provided by the relevant organisation when using an external website or service.

21. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation or regulatory guidance, changes to our services, new technology, changes to the way we process information or improvements to our data-protection practices.

The latest version will be published on our website and the date of the most recent update will be shown on the document. Where a material change affects how we use information already collected, we will take appropriate steps to inform affected individuals where required.

22. Contact us

For questions about this Privacy Policy, to exercise a data protection right or to raise a concern about your personal information, please contact:

Organisation	Horizon Security Solutions Ltd
Address	100 Balloch Road, Balloch, Alexandria, West Dunbartonshire, G83 8SR, United Kingdom
Email	info@horizon.uk.com
Telephone	01389 755551
Website	horizon.uk.com
Document	Privacy Policy Version 1.0 Effective 19 August 2026

Review cycle: At least annually and earlier if legislation, regulatory guidance, Horizon's services, website technologies or data-processing activities materially change.