

## **Privacy and Data Protection Notice**

Welcome to Select Security Ltd's ("Select") privacy note.

Select respects your privacy and is committed to protecting your personal data.

This policy aims to give you information on how Select collects and processes your personal data through your use of this website, including any data you may provide through this website for example, where you sign up to our newsletter or purchase a product or service.

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy notice.

Submitting your personal data to Select or continuing to use Select's websites constitutes acceptance of this privacy policy.

If you do not wish to accept this privacy policy, please leave this site immediately.

Select Security Services Ltd. acts in the capacity of the data controller and data processor and will treat all your personal information as private and confidential, in accordance with the Data Protection Act 1998 and subsequent legislation.

Our contact details for data protection purposes are:

Select Security & Maintenance Services Ltd.  
The Cedars, Abergavenny, Goytre, Monmouthshire, NP4 0AD.

t: 01873 811 443 / 0800 046 1689 e: [info@selectsecurityuk.com](mailto:info@selectsecurityuk.com)

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

### **Third-party links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## **Information we collect**

### **1: Website visitors**

Select uses cookies to monitor website usage and to provide password reminders and personal settings. First and third-party cookies are used to provide web analytics, which are used to enhance the web experience.

In no other context do we use cookies to collect information that identifies you personally.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access your cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

### **2: Email newsletter sign-ups**

Select invites newsletter signups in person, via email, or via the Select website. Those submitting their personal details (name, job title, phone number, address, email address) will be added to a Customer Relations Management database (CRM database) and sent regular emails regarding relevant security topics. Open rates and interactions with emails are recorded for analytical purposes.

### **3: The Data that we collect about you**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our website, products and services.

- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

#### **4: Third-Party organisations**

We will get your express opt-in consent before we share your personal data with any company outside Select.

#### **5: Client CCTV Systems**

Select may, from time to time, require access to client CCTV systems.

#### **Why does Select collect this information?**

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- To register you as a new customer;
- To process and deliver your order including;
  - (a) Manage payments, fees and charges;
  - (b) Collect and recover money owed to us.
- To continually monitor and improve the performance of Select's websites;
- To administer and protect our business and this website;
- To manage and service email newsletter lists. Select will monitor email engagement and maintain a permission-based database. Data will be retained for a minimum of seven years.

To service client accounts and fulfil client contracts, including maintaining a record of correspondence.
- To manage the dialogue between Select and third party organisations. Select will seek to continually refresh consent with third party organisations wherever possible or necessary.
- Select may, from time to time, require access to client CCTV systems for the purpose of configuration, maintenance, or repair.
- Select may also pass client data to the Security System & Alarm Inspection Board (SSAIB) for certification purposes.

Select practices a policy of data minimalisation. We will only record essential data and will minimise and securely dispose of any data, which is no longer required.

In the interests of security and to improve our service, telephone calls may be monitored and/or recorded.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by [contacting us](#).

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please [contact us](#).

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Select will not directly transfer any data that we hold about you outside of the European Economic Area..

Where Select does use third parties outside of the EU to process data relating to EU citizens, it will ensure that suitable contracts, policies and procedures are in place to protect personal data.

### **Opting out**

You can ask us or third parties to stop sending you marketing messages at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions.

### **Data retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

### **Your individual rights**

Under certain circumstances, you have rights under data protection laws in relation to your personal data. By way of example, you have the right to:

- request access to data relating to you;
- request rectification or erasure of data held about you (subject to other conditions);
- request copies of your data held by us and the right to object to our use of your data;

- object to us processing your personal data

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect. You also have the right to complain to the Supervisory Authority, this is the Information Commissions Office (ICO) ([www.ico.org.uk](http://www.ico.org.uk)) about our data processing activities.

You may exercise your right to give notice to stop data being processed for any purpose by contacting us at any time. In the first instance, please email [info@selectsecurityuk.com](mailto:info@selectsecurityuk.com). To unsubscribe from emails, please use the unsubscribe link at the bottom of each email.

In the event that you require access to your personal data (or to exercise any of the other rights) you will not have to pay a fee. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

Except as set out in this document, we will not otherwise disclose any information to any other parties without your written consent, unless we are legally obliged to do so.

### **Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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