

# Privacy Notice

## Important notice

This is the privacy notice of D-TECT Group Ltd (registration number: 08593157) whose registered office is at K6 Brookside Avenue, Rustington, BN163LF. referred to as **we**, **us** or **our** in this privacy notice. Please read this privacy notice carefully as it explains how we may collect and use your personal data.

Our website address is: <https://dtectgroup.co.uk>

This privacy notice sets out how we collect and process your personal data. This privacy notice also provides certain information that is legally required and lists your rights in relation to your personal data. It relates to personal information that identifies you as a natural person (whether you are an actual or potential customer, an individual who browses our website or an individual outside our organisation with whom we interact). We refer to this information throughout this privacy notice as personal data or personal information and further details of what this includes are set out in this privacy notice below. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or by one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

The privacy and security of your personal information is very important to us so we want to assure you that your information will be properly managed and protected by us at all times. Our security controls are aligned to industry standards and good practice, providing a control environment that effectively manages risks to the confidentiality, integrity, and availability of your information. Additionally, we ensure that our staff remain aware of our data protection obligations and are required to undertake annual training and testing.

This notice sets out how we meet our obligations regarding data protection and the rights of our customers, prospective customers, and former customers in respect of their Personal Data as defined under relevant data protection legislation (including the Data Protection Acts of 1998 and 2018 (the "DPA"), the General Data Protection Regulation effective from 25 May 2018 (the "Regulation") and any subsequent data protection legislation).

This privacy notice may vary from time to time so please check it regularly. This privacy notice was last updated on 21/01/2021.

## How to contact us

For the purposes of relevant data protection legislation, we are a **controller** of your personal data. As a controller we use (or process) the personal data we hold about you in accordance with this privacy notice.

If you need to contact us in connection with the use or processing of your personal data, then you can do so using our contact details as set out below.

*D-TECT Group Ltd, K6 Brookside Avenue, Rustington, BN163LF. Tel: 01903 357000. Email: [info@dtectgroup.co.uk](mailto:info@dtectgroup.co.uk).*

## What information we hold about you and where we obtain this from

We have identified the Personal Data types that we process and the methods by which we process such Personal Data. We have assessed the inherent risk associated with each particular data type and process and have in place practices and controls to minimise the risks of loss or damage through accident, negligence or deliberate actions. As well as reviewing this internally we also consider the processing activities of those third parties with whom we share data in order to meet our obligations to customers, staff, insurers, and those individuals that we deal with in our day-to-day activities.

The personal data that we collect about you may include the following information:

- Personal data you provide to us in person, via our website or by telephone
- General information about you, such as your name, address, and contact details
- Personal data you provide if you subscribe to any of our mailing or newsletter services
- Financial details, such as your bank account and card details
- Information about your use of our website such as your IP address, which is a unique number identifying your computer, including personal data gathered using cookies

## **How we use your personal data and the lawful basis for doing so**

### **Where we are relying on a basis other than consent**

We may rely on one or more of the following legal bases when processing your personal data for the following purposes:

<b>Purposes for which we process your personal data</b>	<b>The basis on which we can do this (this is what the law allows)</b>
In order to perform our contractual obligations to you. This would include our fulfilling your requests for booking in work or producing reports and other documents.	The processing is necessary in connection with any contract that you may enter into with us
To administer your account	The processing is necessary in connection with any contract that you may enter into with us
To assist in the prevention and reduction of fraud and other financial crime	The processing is necessary for us to comply with the law and our legal requirements
To let you know about similar products and services that may be of interest to you	The processing is necessary to pursue our legitimate interest in operating our business
To make automated decisions, automated profiling and fraud detection	The processing is necessary in connection with some contracts that you may enter into with us

### **Who we pass your personal data to**

We may need to pass your personal data to other companies which may include:

- Firms that provide administration and processing services to us or on our behalf under contract in order to complete activities such as claims handling, IT systems and administrative services and other activities set out in this privacy notice, as well as support activities such as finance and auditing services
- Organisations that have a specific role laid out in law, such as statutory bodies, regulatory authorities and other authorised bodies
- Other organisations where we have a duty to or are permitted to disclose your personal information by law, for example if we received a valid request from the police or other third-party organisation in the interest of preventing and detecting crime
- Fraud prevention agencies and operators of registers available to the security industry to check information and prevent fraud
- Third parties we use to recover money you may owe us or to whom we may sell your debt
- Any automated spam detection services we may use

The information you share with us may be transferred by us or any of the types of firms or organisations we have noted above, to other countries in order for processing to take place, including locations outside of the UK and the European Union. We will only do so if there are adequate levels of protection in place as required by applicable data protection laws.

### **Accessing our website and cookies**

When you visit one of our websites we may collect information from you, such as your email address, IP address and other online identifiers. This helps us to track unique visits and monitor patterns of customer website traffic, such as who visits and why they visit. We use third parties to collate IP addresses to help us understand our internet traffic data and data regarding your browser type and computer. We may also use web usage information to create statistical data regarding the use of our website. We may then use or disclose that statistical data to others for marketing and strategic development purposes, but no individuals will be identified in such statistical data.

We may use cookies and/or pixel tags on some pages of our website. A cookie is a small text file sent to your computer. A pixel tag is an invisible tag placed on certain pages of our website, but not on your computer. Pixel tags usually work together with cookies to help us to give you a more tailored service. We may also use cookies and pixel tags in our email communication to personalise the email and track whether the email has been opened and whether the recipient has used any website links contained in the email communication. This allows us to monitor and improve our email communications and website. Useful information about cookies, including how to remove them, can be found at <http://allaboutcookies.org>.

Internet browsers normally accept cookies by default, although it is possible to set a browser to reject cookies. We will ask your permission before using any cookies that are not essential to the email or the use of the website. However, refusing to accept cookies may restrict your use of our website and/or delay or affect the way in which our website operates.

The open nature of the internet is such that data may flow over networks without security measures and may be accessed and used by people other than those for whom the data is intended. While this is outside of our control, we do take the protection of your information very seriously and aim to apply appropriate levels of security at all times.

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

### **Google Analytics**

The third-party data processor has integrated the component Google Analytics on this website (with anonymization function).

Google Analytics is a website analysis service. Website analysis refers to the collection, recording and analysis of data regarding the behaviour of visitors to the website. A website analysis service records e.g. data showing from which website a data subject has come to a website (so-called referrer), which subpages of the website were accessed or how often and how long a subpage was viewed. Website analysis is used mainly for the optimization of a website and for a cost-benefit analysis of Internet advertising.

Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA, is the operator of the Google Analytics component.

Google Analytics uses cookies. The information about your use of our website generated by the Google Analytics cookie is normally transmitted to a Google server in the USA and stored there. Google might disclose these personal data collected via the technical procedure to third parties. However, when you by activate IP anonymization on our website, Google shortens your IP address within the Member States of the European Union or in other countries that are parties to the European Marketing Area Treaty. Only in exceptional cases is the full IP address transmitted to a Google server in the USA and shortened there. Google uses this information to analyse your use of the website in order to compile a report about your website activities and provide us with other services associated with your website and Internet use. The IP address of your browser transmitted by Google Analytics is not linked to any other Google data.

This website may also use the UserID functions of Analytics in order to be able to track interaction data. This User ID is also anonymized and encrypted and is not linked to other data.

You may prevent the storage of cookies by setting your browser software accordingly, but you might then not be able to fully use all functions of our website.

You may furthermore prevent the disclosure of the data generated by the cookie which refer to the use of the website (incl. your IP address) to Google as well as the processing of these data by Google by downloading and installing the browser plug-in available under the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

This browser add-on notifies Google Analytics via JavaScript that no data or information about website visitors may be transmitted to Google Analytics.

Besides, a cookie left behind by Google Analytics may be erased at any time via the Internet browser or other software programs.

Additional information and the applicable privacy policy of Google may be downloaded from <https://policies.google.com/privacy?hl=de> and from <https://marketingplatform.google.com/about/analytics/terms/de/>.

Google Analytics is explained in more detail under this link: <https://marketingplatform.google.com/about/>.

Our website also uses Google Analytics performance reports by demographic factors and interests as well as reports about impressions in the Google Display Network. You may deactivate Google Analytics for display advertising and set the displays in the Google Display Network by accessing the display settings under this link:

[https://www.google.de/ads/preferences?ac\\_tld=de&continue=aHR0cHM6Ly9hZHNzZXR0aW5ncy5nb29nbGUuZGUvYW5vbmltb3Vz](https://www.google.de/ads/preferences?ac_tld=de&continue=aHR0cHM6Ly9hZHNzZXR0aW5ncy5nb29nbGUuZGUvYW5vbmltb3Vz).

## **Your rights**

We will only store your data for as long as is necessary to comply with the requirements of your security contract(s) and any legal obligations or lawful processing conditions that may exist as a result. You have a number of rights concerning the personal information we use, which you may ask us to observe. In some cases even when you make a request concerning your personal information, we may not be required, or be able to carry out your request as this may result in us not being able to fulfil our legal and regulatory obligations under the lawful processing conditions under which we hold your data or because there is a minimum statutory period of time for which we have to keep your information. If this is the case, we will let you know our reasons.

You can ask us to:

- Provide a copy of your personal information
- Correct or delete unnecessary or inaccurate personal information
- Restrict or to object to the use of your personal information at any time
- Provide your personal data in a structured, commonly used and machine-readable format and to have your personal data transferred to another controller. This right only applies where our processing of your personal data is automated and the processing took place initially with your consent or for the performance of a contract with you
- Where we rely on your consent to use your personal information, you can withdraw that consent at any time. Where your consent is withdrawn, your previous consent will remain valid in respect of our use of your information prior to the date you withdrew it, or if any marketing material has been sent prior to you advising that you don't want us to contact you again

If you have any questions or concerns about this privacy notice or your data protection rights, please contact us using our details set out at the beginning of this privacy notice.

You also have the right to make an enquiry or to complain to the Information Commissioner's Office (ICO) if you are unhappy with our use of your data, or if you think we have breached a legal requirement. Further details about the ICO are available at: [www.ico.org.uk](http://www.ico.org.uk).

## **How we contact you about other products and services**

We may from time to time process your personal data to let you know about similar products and services that may be of interest to you. This is because we value your custom and we pride ourselves in offering professional and tailored advice which meets your specific security needs. This includes keeping you informed on the latest industry information and details of any offers or promotions relating to the security services we provide to you. Our lawful basis for processing your personal data in this way is as is necessary to pursue the legitimate interests of our business unless we have otherwise obtained your consent to do so. We may contact you by post, telephone or e-mail. You will be given the option to stop receiving any communications from us in this regard at any time however please note that this will not affect us contacting you about the servicing of products that you have specifically requested from us.