

Aberdeen Alarm Company are committed to ensuring your data and privacy are protected. As your Fire and Security Systems provider, we need to keep and process information about you in order to fulfil our contractual obligations to you and your company. The information we hold and process will be used for our management and administrative use only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, for the duration of your service contract, at the time when your contract ends and after you have left. This includes using information to enable us to comply with the service contract, to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

### **Information we hold and why**

We only hold personal data about you that is necessary for carrying out our contractual obligations as your Fire and Security Systems provider. The sort of information we hold includes correspondence with or about you or your company, for example, at your request, information needed for processing invoices, contact details etc. We need to know this data in order to effectively maintain and fault find on your Fire and Security Systems and for the administration as defined in the contract that you have with Aberdeen Alarm Company Ltd. Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

### **What do we do with your information? (Who we share data with)**

We use the information we collect internally to provide services as your Fire and Security Systems provider in terms of your contract with us, deal with your technical issues, respond to your questions, process invoices and to provide you with communications about the services we provide. We will only disclose information about you to third parties if we are legally obliged, where we need to comply with our contractual duties to you or based on our legitimate interests.

The Company may need to disclose information about its Clients:

- To comply with the Company's legal obligations or assist in a criminal investigation or to seek legal or professional advice in relation to issues, which may involve disclosure to the Company's lawyers, accountants or auditors and to legal and regulatory authorities such as HM Revenue and Customs.

- To other parties which provide Fire and Security Systems products or services to the Company. In limited and necessary circumstances

To ensure the security of your data, we have in place safeguards including ensuring any 3rd party suppliers are compliant with GDPR and our own Data and Security Policy. Please refer to the **Data Protection & Data Security Policy** which is available on request from [GDPR@aacsecurity.co.uk](mailto:GDPR@aacsecurity.co.uk).

- To our preferred Debt Collection Agencies/Field Tracing Agents and Doorstop Collection Agencies to recover any monies that you have failed to pay our company. This is all based on our Legitimate Interests.

**How long do we keep your information?**

We will delete any personal information within 3 months from the end of your contract with us. Any legal information or accounting information may be kept for up to 6 years from the date of the end of your contract with Aberdeen Alarm Company Ltd.

If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

**What are your rights? (Right to be forgotten)**

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data. To view, amend, or delete the personal information that we hold please Email your request to our data protection officer at [GDPR@aacsecurity.co.uk](mailto:GDPR@aacsecurity.co.uk) or to be forgotten [GDPRForgetMe@aacsecurity.co.uk](mailto:GDPRForgetMe@aacsecurity.co.uk)

We reserve the right to change, modify, and update this Privacy Notice at any time. Please check periodically to ensure that you have reviewed the most current notice.