

## **Privacy Policy**

**APS Advanced Protection Systems Limited (we, us or our) are committed to protecting and respecting your privacy.**

### **INFORMATION WE MAY COLLECT FROM YOU**

We may collect, store and use the following data about you:

**Information you give us:** This is information about you that you give us by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you arrange to have a security system installed or maintained. This may include your name, address, e-mail address, phone numbers, bank details, key holder information, passwords, household information and medical information.

**Information we may collect about you:** With regard to corresponding with us, time and date of call, reason for call, telephone number, address, reason for call.

### **HOW DO WE USE YOUR INFORMATION?**

We will only use your personal data:

- In order to carry out monitoring, maintenance or service works
- To provide you with information about other goods and services that we offer, which are similar to those that you have already enquired about.
- Send statements and invoices to you and collect payments from you.
- To deal with enquiries

### **DO WE EVER SHARE YOUR INFORMATION ?**

We may use third parties to carry out business activities and they require your personal details to do so. This may include Monitoring Station and maintenance/service engineers.

We will require that third parties follow our data protection and privacy policies and we will require that such third parties do not use your personal details for their own business purposes, without your prior consent.

(See Security Monitoring Centres Data Protection information)

### **WHERE WE STORE YOUR PERSONAL DATA.**

All information you provide to us is stored on a secure server/Database .

All paper documentation is held within the office within a secure room and secure storage on site.

### **HOW LONG DO WE KEEP YOUR PERSONAL DATA FOR?**

We only keep your personal data for as long as is necessary to fulfil the purposes we collect it for.

If you cancel your account with us your personal data will be deleted/destroyed.

### **HOW SECURE IS YOUR DATA?**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal information to those employees and other third parties who have a business need to know.

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

### **ACCESS TO YOUR INFORMATION**

You have a right of access to the information we hold on you at any time. If you require this facility please contact us by email : [accounts@advpro.co.uk](mailto:accounts@advpro.co.uk)