



# Swan Security Systems Ltd

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## Privacy Notice

We are Swan Security Systems Ltd (“we”, “us”, “our” “SSS Ltd”) we are installers of “Security Systems” which include; Intruder Alarms, CCTV, Access Control, Gate Automation and providers of ongoing maintenance contracts. Our registered office is 4 Clews Road, Redditch, B98 7ST. Our company registration number is 7659540.

As an organisation committed to safeguarding your privacy. This policy, together with any other documents referred to, sets out the basis upon which we will process any personal data we collect from you, or that you provide to us. Please read this document to understand our policy and practices regarding how we will manage/deal with your personal data.

SSS Ltd is a “data controller”, which means that we are responsible for deciding how we hold and use personal information about you. Under data legislation we are required to notify you of the information contained in this privacy notice. As such it is important that you read this notice and any subsequent privacy notices so that you are aware how and why we are using such information.

## Why do we collect Personal Information?

We only collect personal information that enables us to undertake work/services for you. Therefore personal information takes steps to enter into a contract with you in order to carry out quotations, installation of “security systems”, undertake remedial works, schedule and manage ongoing maintenance services for “security systems”.

**Information we collect/you give us** will be collected when you contact us by phone, email or otherwise. An initial contact form will contain data such as; your name, address, telephone number, email address and information relating to the type of work you are enquiring about.

**Information from other sources** (third parties) may include business partners or sub-contractors for example. However, if we are given your information by a third party we will inform you that we have received information from them. This usually occurs when for example you instruct a contractor to engage a security company on your behalf.

We do not hold/keep any financial information or credit card information from you. We use Takepayments to collect payments online, but we do not hold/keep any financial information. Neither do we collect any other personal data about you, such as, date of birth, information about race, political opinions or religious beliefs. Nor do we gather information or knowingly enter into any contract of works with anyone under the age of 16.

## How we use your personal data

We use your personal data to:

- Carry out our obligations arising from any contracts entered into between you and us, and to provide you with information, products and services that you request from us.
- Provide you with information about other goods and services that we offer, which are similar to those that you have already enquired about.
- Send out quotations, invoices, statements, Certificates of Conformity for works carried out and collect payments from you.
- Comply with statutory and regulatory requirements.
- Deal with complaints, enquiries for additional works and schedule ongoing maintenance visits
- You can withdraw your consent to any marketing materials at any time by simply emailing [accounts@swansecuritysystems.com](mailto:accounts@swansecuritysystems.com) or by writing to us at Unit 9, Key Business Park, Kingsbury Road, Birmingham, B24 9PT
- Customers who enter into an ongoing Maintenance Contract, can end this contract at anytime (3 months written notice is required as per the Maintenance Agreement Point 14.) by simply emailing [accounts@swansecuritysystems.com](mailto:accounts@swansecuritysystems.com) or by writing to us at Unit 9, Key Business Park, Kingsbury Road, Birmingham, B24 9PT

## Disclosing your personal data to others

We will not share your personal data with others, unless:

- We are under duty to disclose or share your personal details in order to comply with any legal obligation, or in order to enforce or apply our rules.
- Our business enters into a joint venture with, or is sold to or merged with, another business. We may then share your personal details with them.

We use third parties to carry out business activities/services on your behalf. These may include;- suppliers of products or services, such as “Rackspace” our email hosting provider and “Harborne Web Design”. Monitored alarm providers such as “EMCS”. Police Authorities (for Police monitored services) and “SSAIB” the Security Services Governing Body please refer to the SSAIB website for details of their privacy Notice [www.ssaib.org](http://www.ssaib.org) . Takepayments to collect online payments. EZ Management Software Ltd and Xero accounting software to store accounting information. To meet legal requirements this information is also shared with our Accountants in order to satisfy legal obligations to the HMRC and Customs & Excise.

Where relevant, 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.

## **Where we store your personal data**

If you contact us via our Website this information is stored on a secure server. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site. As such, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will take reasonable technical and organisational precautions to prevent loss, misuse or alteration of your personal information. Additionally, the aforementioned data referred to within this document is stored within SSS Ltd database (EZService Hub) and Xero accounting software, supported by relevant paper based documentation that is required to provide historical evidence of work carried out, together with ongoing/future works and in order to meet legal obligations. This information is only viewed and managed by SSS Ltd verified personnel.

When we send correspondence and documentation to you these will be sent via post or email through our secure server with attached PDF documents as required. Emails are transmission secure via Outlook and Rackspace.

## **Cookies**

When someone visits [www.securitysystems.com](http://www.securitysystems.com) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

## **Marketing**

You have the right not to ask us to process your information for marketing purposes. We will inform you before collecting your data if we intend to use your data for such purposes or if we intend to disclose your information to any third parties for such purposes. You can exercise your right at any time by contacting us at [accounts@swansecuritysystems.com](mailto:accounts@swansecuritysystems.com).

## **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 collected it for; (a) to carry out works as instructed by you or to undertake future maintenance/works. (b) for the purposes of satisfying any legal, accounting or legal requirements.

## **How secure is my 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, agents, contractors and other third parties who have a business need to know (these are stated above). They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

## **Your rights**

Under GDPR you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it.
- You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the transfer of your personal information to another party.
- If you want to review, verify, correct or request erasure of personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please write to us at Unit 9, Key Business Park, Kingsbury Road, Birmingham, B24 9PT. We aim to deal with requests to obtain personal data within 25 working days. (excluding bank holidays and weekends)
- You will not have to pay a fee to access your personal information (or to exercise any of the other rights) However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and any updates are posted on our website. This policy was last updated on 26<sup>th</sup> February 2025.

## **ICO (Information Commissioner’s Office)**

Our ICO number is ZB384546

If you have any questions about this privacy notice or how we handle your personal information, please contact SSS Ltd 0121 377 6893