

## Privacy and Cookies

At Executive we take your privacy seriously and this privacy statement explains what personal data or information we collect from you and from people who visit our website and how we use it.

### What personal data or information do we collect?

The personal information we collect may include your name, address, email address, IP address and information regarding what pages you access on this website and when.

### How do we collect data or information from you?

- Make an enquiry via our website or via the telephone
- Order Executive Product(s) or service(s)
- Use our website
- Enquire about a job opportunity
- Work for or with the business
- Exchange business cards with a member of the business.

### How is your information used?

We collect your personal data or information to operate our business effectively and provide you with the best information on our products and services.

We may use your information:

- To deliver Executive Alarms products and services to you.
- To contact you to arrange for you existing alarm system to be serviced.
- To provide out of hours emergency contact for our alarm systems.
- To answer enquiries that you make prior purchasing products or services.
- To process a job application
- To fulfil our obligations as an employer
- To provide benefits to you as an employee
- To maintain security of our office and IT infrastructure
- To invoice you, and to track payments you make or payments made to you

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the business, our contractual requirements to deliver the agreed product(s) or service(s) to you, and our legal obligations, both as a business and responsible employer. If you would like to know more, please read below:

- Customers & Prospective
- Tenants/Landlords/Letting Agents
- Job Applicants, Our Current and Former Employees
- Suppliers

## Details of our processing

	Type of Data Held	Length of Time Held	How Data is Held
Customers & Prospective Customers	<ul style="list-style-type: none"> <li>Name and contact information</li> <li>Information and documents relating to the product / services we are providing, including communications with you.</li> <li>Service history.</li> <li>Responses to complaints</li> <li>Billing and payment information.</li> </ul>	We will retain personal data on you for the lifetime of the alarm system, typically 15 years.	<p>Electronic Data is stored on secure servers within the UK.</p> <p>Paper records are stored in locked filing cabinets at the office.</p>
Tenants / Landlords / Letting Agents	<ul style="list-style-type: none"> <li>Contact details, including address</li> <li>Service History.</li> <li>Billing and payment information,</li> </ul>	<p>We will retain personal data on you for the lifetime of the contract, then a further 12-months.</p> <p>Financial data is retained for a minimum of 6 years after the end of the current financial year.</p>	<p>Electronic Data is stored on secure servers within the UK.</p> <p>Paper records are stored in locked filing cabinets at the office.</p>
Job Applicants	<ul style="list-style-type: none"> <li>Name and contact information</li> <li>CV and application form.</li> </ul>	<p>We will retain information about you for the duration of the recruitment campaign, then one year.</p> <p>We do not retain copies of speculative CVs sent to us.</p>	<p>Electronic Data is stored on secure servers within the UK.</p> <p>Paper records are stored in locked filing cabinets at the office.</p>
Our Current and Former Employees	<ul style="list-style-type: none"> <li>Name, date of birth, and contact information</li> <li>National insurance number and Unique Tax Reference (UTR)</li> </ul>	We will retain information about you for the duration of our contractual relationship with	Electronic Data is stored on secure servers within the UK.

	<ul style="list-style-type: none"> <li>• Information relating to your qualifications and experience</li> <li>• DBS Certificate</li> <li>• Passport and Driving Licence (copies)</li> <li>• Bank details</li> <li>• Emergency contact details.</li> <li>•</li> </ul>	you, then for an additional 6 years.	Paper records are stored in locked filing cabinets at the office.
Suppliers	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Bank details</li> <li>• Description of the services bought</li> </ul>	We retain financial records for 6 years, following the end of the current financial year.	<p>Electronic Data is stored on secure servers within the UK.</p> <p>Paper records are stored in locked filing cabinets at the office.</p>

### Who has access to your information?

We do not sell or rent your personal data or information to any third party or share your information with third parties for their marketing purposes.

We will disclose your data or information if required by law, for example by a court order or for the prevention of fraud or other crime.

We may pass your information on to our third-party service providers, agents or subcontractors (e.g. our Accountant) for the purposes of completing a task or providing services to you on our behalf (for example to managing our accounts). However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for their own marketing purposes.

Third party services providers who act as data processors on our behalf:

- **DSA Prospect** provide accounting services to Executive Alarms. They cannot use the data we hold for their own purposes.
- **Planet IT** provide IT support to Executive Alarms and at times may be required to access our systems for maintenance, upgrade and support services.

### Transfers outside of the European Economic Area

Your personal information in the European Economic Area (EEA) is protected by data protection laws, but other countries do not necessarily protect your personal information in the same way. The EEA covers all countries in the EU plus Norway, Liechtenstein and Iceland. Executive does not use online tools which are host data outside of the EEA.

### Your rights

You have certain rights over the processing of your personal information by Executive. These are:

- The right to be informed, which is what this privacy policy is for
- The right to access the data we hold about you
- The right to object to direct marketing
- The right to object to processing carried out on the basis of legitimate interests
- The right to erasure (in some circumstances)
- The right to data portability
- The right to have your data rectified if it is inaccurate

### **How you can update your information**

The accuracy of your information is important to us. If you change your contact details or if you want to update any of the information we hold on you, please contact us by email [enquires@executivealarms.co.uk](mailto:enquires@executivealarms.co.uk) or by post at Executive , 26 Kelburne Road, Cowley, Oxford, OX4 3SJ.

### **How you can access your personal information**

You have the right to ask for a copy of the personal information Executive Alarms hold relating to you. To do this please contact [enquires@executivealarms.co.uk](mailto:enquires@executivealarms.co.uk) or by post at Executive , 26 Kelburne Road, Cowley, Oxford, OX4 3SJ.

You also have the right to lodge a complaint about our processing of your personal data with the UK's [Information Commissioner's Office](#).

### **Keeping your data secure**

When you give us personal information we take steps to ensure that it's treated securely and strive to protect it on our internal systems.

### **Emailing us**

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

### **User of Cookies by this website**

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Unless you have set your browser to block cookies, this site will place the following cookies on your computer.

### ***Cookies***

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information to the owners of the site. Unless you have set your browser to block cookies, this site will place the following cookies on your computer.

Cookie	Name	Purpose
Google Analytics	_ga _gid	Google Analytics gathers information allowing us to understand interactions with our websites and ultimately refine that experience to better serve you.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

### Google Analytics

Our website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help us analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for our website operators and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this you may not be able to use the full functionality of this website.

To opt-out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

**Changes to this privacy notice:** We keep our privacy notice under regular review. This privacy notice was last updated on 25/05/2018.