

# Exco Fire & Safety Ltd

## Privacy Policy

**Last updated: 24 May 2018**

We take the privacy rights of our customers very seriously and this Privacy Policy explains to you how certain information about you or the company you are employed by may be processed. By using our services and placing orders, you expressly consent to the use of your data in accordance with this Privacy Policy. If you have any questions about how we protect your privacy then you can contact us at <mailto:contact@excotec.co.uk?subject=GDPR>

Exco Fire & Safety is registered with the Information Commissioner's Office (ICO)  
Reg No Z7266705

### 1. INTRODUCTION

This policy covers Exco Fire & Safety's use of personal information that Exco Fire & Safety collects when you use the services offered and as part of any transaction with us, including, but not limited to, registering for an account, placing an order, asking for a quotation or booking service work. This policy also gives you information about cookies and our use of cookies.

We control the ways your personal data are collected and the purposes for which your personal data are used by Exco Fire & Safety and are the "data controller" for the purposes of the UK Data Protection Act 1998 and EU General Data Protection Regulation (GDPR).

In order to receive or use services provided by Exco Fire & Safety you are required to give us some personal information about yourself or your company.

By providing your details, you enable Exco Fire & Safety and its service providers to provide you with the services you select. Whenever you provide such personal information, we will treat that information in accordance with this policy. When using your personal information Exco Fire & Safety will act in accordance with current legislation and aim to meet current best practice.

## **2. PURPOSE AND LAWFUL BASIS FOR PROCESSING YOUR DATA**

We have one main purpose for processing your personal data:

- To allow Exco Fire & Safety to provide ongoing services to you, including scheduled maintenance, reactive maintenance i.e. emergency call outs and carry out any other requirements as requested by the customer. This purpose allows Exco Fire & Safety to lawfully process your data for contractual and legitimate interests and our legal obligations to tax and revenue authorities.

The purpose and lawful basis for processing your data may change from time to time, where this policy will be updated.

## **3. HOW WE USE YOUR PERSONAL DATA**

- To manage your orders and provide our services to you

When you purchase from us, or seek advice, we use your information to perform our services in relation to your enquiry, for example to provide you with an annual service contract or to install new equipment to perform a specific function.

- To communicate with you and manage our relationship with you

Occasionally we may need to contact you by email or telephone for administrative or operational reasons, for example in order to find the best time to carry out a routine service or arrange your payments.

Please be aware that these communications are not made for marketing purposes and as such, you will continue to receive them when logged into a service agreement with Exco Fire & Safety.

We will use the communications you exchange with us and the feedback you may provide in order to manage our relationship with you as our customer and to improve our services and experiences for customers.

- To personalise and improve your customer experience

We may use your personal data in order to tailor our services to your needs and preferences and to provide you with a personalised customer experience.

Please note that we do not share your contact details and other personal data with other companies for marketing purposes.

- To improve our services, fulfil our administrative purposes and protect our business interests. The business purposes for which we will use your information include accounting, billing and audit, credit or other payment card verification, fraud screening, security and legal purposes, statistical and marketing analysis, systems testing, maintenance and development.
- To comply with our legal obligations.

We share your data with the following categories of companies as an essential part of being able to provide our services to you, as set out in this statement:

- Companies that do things to get your purchases to you, such as payment service providers and delivery companies.
- Professional specialist service providers when required.
- Credit reference agencies, law enforcement and fraud prevention agencies, so we can help tackle fraud.
- Companies approved by you.
- East Midlands Central Station for communicated sites.
- Kestrel Guards when used for key-holding duties.
- SSAIB and BAFE inspectors.

Wherever we use data processors such as the above, each processor is required to be GDPR compliant to safeguard your personal data.

## **4. YOUR RIGHTS AS A DATA SUBJECT**

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you. As part of the new GDPR regulations, you have the right to request and understand more about the data we hold about you. For this request please email <mailto:contact@excotec.co.uk?subject=GDPR> with your name, email and postcode along with an outline of your request. We'll get back to you with an initial response in a week and hope to deal with your request within 30 days.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records. However, if you have purchased from us we will not erase your records completely as we need to maintain your transactional data for our legal obligations to the local tax and revenue authorities.

- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling.

## 5. COOKIES

During the course of any visit to Exco Fire & Safety web site, the pages you see, along with a short text file called a 'cookie', are downloaded to your computer. Many websites do this, because cookies enable website publishers to do useful things like find out whether the computer (and probably its user) has visited the website before, to store your preferences and to provide us with data to monitor the way the website is being used and to help provide insight to enhance the website. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a website's computer and stored on your computer's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a web site to access the cookies it has already sent to you, not the cookies sent to you by other sites.

Cookies record information about your online preferences. Users have the opportunity to set their computers to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. The last of these, of course, means that certain personalised services cannot then be provided to that user and accordingly you may not be able to take full advantage of all of Exco Fire & Safety features. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

If you have set your computer to reject cookies you can still browse Exco Fire & Safety anonymously until such time as you wish to register for Exco Fire & Safety services. For further information on cookies please visit [www.aboutcookies.org](http://www.aboutcookies.org).