



PRIVACY POLICY

As you will be aware that data protection Act 1998 has been superseded by the General Data Protection Regulation (GDPR) and has come into effect on 25th May 2018. GDPR requires any business handling personal data to do so securely and responsibly, with the ability for you to request the removal of your personal data.

At TR Security Ltd we are committed to protecting your privacy and meeting the requirements of the GDPR regulations regarding data protection.

This privacy policy sets out how TR Security uses and protects any information that you give to TR Security when carrying out customer care issues or annual servicing and testing of your home security system. TR Security is committed to ensuring that your privacy is protected. Any information you provide by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

What we collect

When installing your security system, completing regular service to your alarm system or carrying out customer care issues we may collect the following information:

- Name
- Address
- Telephone number
- Email Address (Optional)

What we do with the information we gather

We require this information to provide you with an ongoing annual service contracts, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may contact you by phone to book in your annual service or remedials by using the contact number which you have provided.

Security

We care about your personal data and know that you trust us to keep it secure.

We are committed to ensuring that your information is secure and in order to prevent unauthorised access or disclosure, we have put in place suitable managerial procedures to safeguard and secure the information you have provided.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- After completion of your alarm installation or annual service you will be requested to sign the completion document confirming you are happy with the service we have provided.
- This document contains your personal details
- If you do not wish us to log and record your personal details please look for the box that you can tick to indicate that you do not want to be contacted for future services to your system.
- Your personal details will then be deleted from our records
- You can however contact us directly by phone or email at any time

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to:

TR Security Ltd
14 Broadway Avenue
Trimdon Village
County Durham
TS29 6PU
Email address: aday@trsecurityltd.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.