

# Privacy Notice

## Introduction

CCTV Monitoring Ltd.'s privacy notice is in place to set out how the company uses personal data when individuals engage with the company. This includes:

- What data is processed
- How is the data collected
- Why is personal data collected
- How is data stored
- How long is the data stored for
- Individual Rights

## What Personal Data Is Processed

CCTV Monitoring Ltd. collects a variety of personal data from different sources. The following personal data can be recorded:

- Name
- Address
- Date of Birth
- Bank Details
- Information about individuals' devices, such as IP address
- Email Address
- Phone Number

## How is Personal Data Collected

The majority of personal data that CCTV Monitoring Ltd. processes is provided by individuals providing their data to the company directly. This is for the following reasons:

- Individuals have made an information request to the company.
- Individuals have provided information when signing a contract.
- Individuals have made an enquiry to the company.
- Individuals have given details in a keyholder form for sites.
- Individuals have applied for a job with the company.
- Individuals have given information in phone calls which are recorded.
- Individuals engage on social media, providing personal data.

CCTV Monitoring Ltd. also receive some personal data from indirect sources, in the following scenarios:

- Customer's distribute personal data of employees.
- Employee's give contact details as an emergency contact or a referee.

## **Why is Personal Data Collected and How is it Processed**

The personal data that CCTV Monitoring Ltd. process is used to:

- Verifying the identity of individuals.
- Informing individuals about products and services.
- Processing orders
- Paying suppliers
- Conduct market research
- Compiling customer reviews
- Improving the design of the company website
- Enabling individuals to share company content using social media
- Dealing with any query submitted to customer services

## **How Is Personal Data Stored**

All employees of CCTV Monitoring Ltd. are aware that personal data must be securely controlled.

Any electronic data will be kept and stored in a confidential and secure manner using modern software. Access to said data will be limited to personal who require legitimate access. When data is computerised, it will be coded and encrypted on both a local hard drive and a network drive that is backed up. If data is stored on portable storage, that device must be stored in locked storage when not in use and any data that is stored must be encrypted. Only necessary data will be stored on portable storage devices. When the data is deleted it will be done safely so that the data is irrecoverable. Appropriate back-up and disaster recovery solutions will also be in place.

CCTV Monitoring Ltd. tries to reduce the amount of data that is stored as a physical document. Where it is necessary to store personal data as a physical document it will be stored in locked storage and restricted to permissible people.

## **How Long Is Personal Data Stored**

CCTV Monitoring Ltd. will keep individual's data for as long as said data is relevant and useful for the purpose for which it was originally collected. When the data is no longer needed to be used it will be erased in such a way that it is irrecoverable.

## **Individual Data Protection Rights**

CCTV Monitoring Ltd. has processes in place to ensure that any requests made by individuals under data protection law can be facilitated. All requests will be considered without unnecessary delay and within one month of receipt.

Data subjects are allowed to exercise their rights covered, which are:

- The right to know how personal data is used in clear and transparent language.
- The right to know and have access to the personal data being held about them.
- The right to receive and transfer data in a common and machine-readable electronic format.
- The right to have their personal data removed.
- The right to have data corrected where it is inaccurate or incomplete.
- The right to complain and object to processing.

· The right to limit the extent of the processing of the individual's personal data according to their wishes.

The right not to be subject to decisions without human involvement.

### Contact

Individuals wishing to exercise their rights or make a request may do so by contacting the Data Protection Officer:

Ryan Marsh

[ryan.marsh@cctvmon.com](mailto:ryan.marsh@cctvmon.com)

Gannex House  
Gannex Park  
Dewsbury Road  
Elland  
West Yorkshire  
HX5 9AF

01422 480 010

Individuals wishing to lodge a complaint can either contact the Data Protection Officer listed above or can contact the Information Commissioner's Office (ICO) listed below.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

0303 123 1113

### Review

The Privacy Notice will be reviewed yearly or when necessary to assess whether changes need to be made to it and whether it is still applicable.