

Privacy Notice for Customers

Privacy Notice

We are GB Integrated Systems Ltd (Company Number 6009094) (“we”, “us”, “our” or “GBIS Ltd”). Our registered office is: Innovation Centre, Unit 3, Vivary Mill, Vivary Way, Colne, BB8 9NW.

We are committed to protecting and respecting your privacy. This policy sets how we will process any personal data that we collect from you, or that you provide to us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

GBIS Ltd is a “Data Controller,” which means that we are responsible for deciding how we hold and use personal information about you. Under data protection legislation we are required to notify you of the information contained in this privacy notice.

This notice applies to customers who have had a security/ automation system installed and/ or maintained by GBIS Ltd.

Data we collect

In order to provide you with our services you may be asked to provide personal information such as:

- Name and/ or business name.
- Home address and / or business address
- Home, business or mobile telephone number
- Email address
- Other information relevant to customer surveys and / or offers

Purposes of processing your personal data

We require this information to understand your needs and provide you with a better service and in particular for the following reasons:

- Creating quotations personalised to your specific requirements
- Providing information requested by you
- Fulfilling your orders for products or services
- Manage our contractual obligations and your ongoing relationship with us
- Internal record keeping
- Complying with our statutory and regulatory obligations

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Disclosing your personal data to others

We will only share your personal data with a third party if we have your consent to do so, if it is necessary to fulfil contractual obligations to you, or if we are obliged to do so by law.

Below are the data processors we use during an installation or takeover.

- Security Systems and Alarms Inspection Board (SSAIB)

We are regulated by the SSAIB. If we install an Intruder Alarm, CCTV system or Access Control system we are obliged to provide you with a Certificate of Conformity. We will send them details which include your name and address. SSAIB will hold this information to comply with statutory obligations and we will have access to it. They are also given access to our customer files during audit inspections.

Here is a link to their Privacy Notice:

<https://ssaib.org/page/privacy-policy---home-owner/>

- Advanced Independent Monitoring (AIM)

If you request monitoring for your alarm or CCTV system we use AIM as our Alarm Receiving Centre. We will send them details which include your name, address telephone numbers, password and that of your key holders. AIM will record this information and we will have access to it. AIM will contact yourself and key holders should your alarm activate.

Here is a link to their Privacy Notice

<http://www.aim-monitoring.co.uk/privacy-policy>

- Video Receiving Centre Ltd (VRC)

VRC is a video receiving centre which we use for CCTV monitoring. We will send them details which include your name, address telephone numbers, password and that of your key holders. VRC will record this information and we will have access to it. VRC will contact yourself and key holders should your alarm activate.

- Police Constabularies

If you opt for police response with you intruder alarm system we will send details of your alarm system along with your name, address and telephone number to your local police authority. They will record this information and provide a Unique Reference Number (URN).

Storage of Personal Data

Your personal and sensitive data will be stored and processed on servers based within the European Economic Area (EEA).

We will take technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Data Retention

We only keep your personal data for as long as is necessary to fulfil the purposes we collected it for. The retention period is either dictated by law or by our discretion. We will take into consideration our legal obligations along with tax and accounting rules when determining how long we should retain your information. Once your information is no longer needed it will be securely and confidentially destroyed.

Protection of Personal 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.

We employ a variety of physical and technical measures to keep your personal data safe and to prevent unauthorised access to, use or disclosure of it. Electronic data and databases are stored on secure servers in the United Kingdom and we control who has access to them (using both physical and electronic means). These means include an electronic firewall and other protection measures that involve virus scanning, backup and recovery planning, security audits and other steps designed to improve data protection. The server software which we use encrypts all the data you supply us.

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'. They will only process your personal information on our instruction and they are subject to a duty of confidentiality.

We will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Your rights

You have certain rights under the Data Protection Act 1998 and the EU General Data Protection Regulations (GDPR), these are:

- The right to be informed via Privacy Notices such as this
- The right to request access to your personal information. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- The right of rectification. We must correct inaccurate or incomplete data that we hold about you.
- The right erasure. You have the right to have your personal data removed where there is no good reason for us to continue to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- The right to restrict processing. We can retain just enough information about you to ensure that the restriction is respected in future
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- The right to data portability. You can request the transfer of your personal information to another party.
- The right to object. You can object to your personal data being used for profiling, direct marketing or research purposes.

Updating or Changing your Information

If you want to review, verify, correct or request erasure of your 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 GB Integrated Systems Ltd, Innovation Centre, Unit 3, Vivary Mill, Vivary Way, Colne, BB8 9NW or email us at info@gbis.co.uk.

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.

Your right to complain

If you wish to make a complaint about how your personal data is being handled, you should contact the Information Commissioner's Officer (ICO).

The ICO can be contacted by telephone on 0303 123 113 - Monday to Friday, between 9am and 5pm - or by email at casework@ico.org.uk. You can also visit the ICO's website by following this link: <https://ico.org.uk/>.

Consent

By using this website you consent to the collection and use of this information by us for the purposes described above.

Changes to our privacy policy

We keep our privacy policy under regular review and any updates are posted on our site. This privacy policy was last updated on 16 May 2018.

If this privacy notice changes in any way, we will place an updated version on this page. By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with others.

Data Controller

The data controller responsible for your personal data is GB Integrated Systems Ltd (Company Number 6009094). Our data protection registration number is Z2060786.

If you have any questions about this privacy notice or how we handle your personal information, please contact GBIS Ltd on 01282 451300, via email: info@gbis.co.uk or in writing to GB Integrated Systems Ltd, Innovation Centre, Oxford Road, Burnley, BB11 3BB.

Cookies

What are cookies?

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive.

Cookies can be categorised into two different types:

1. Session cookies, which are temporary cookies that remain in the cookie file of your computer until you close your browser (at which point they are deleted).
2. Persistent or stored cookies that remain on the cookie file of your computer for a defined period of time.

The cookies we use

The cookies we use on our website are either 'Essential' or 'Performance' Cookies:

Essential cookies enable you to move around the website and access its feature, such as accessing secure areas of a website or displaying personalised content

Performance cookies allow us to count the number of visitors to our website and to see how visitors move around the website when they are using it. All counting and tracking is completely anonymous and movements and activity are not traced back to an individual user. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

We also use Google Analytics to collect information about your online activity on the website, such as the web pages you visit, the links you click, and the searches you conduct on the website. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from and the pages they visited. For more information about the information gathered using Google Analytics please visit <http://www.google.com/intl/en/analytics/privacyoverview.html>

For further details of the cookies we use on our websites, please see the tables below.

Cookies cannot look into your computer and obtain information about you or your family or read any material kept on your hard drive and, unless you have logged onto an authenticated page, cookies cannot be used to identify who you are.

Cookies cannot be used by anyone else who has access to the computer to find out anything about you, other than the fact that someone using the computer has visited a certain website. Cookies do not in any way compromise the security of your computer.

Cookies will not be used to contact you for marketing purposes.

Cookies may be used to record details of pages that have been visited on this website, however, these are anonymous statistics and we do not track you as an individual user. This is to provide us with generic usage statistics to allow the company to improve this website and to provide you with information that may interest you.

You can find more information about the individual cookies we use on each of our websites and the purposes for which we use them in the tables below:

Cookies used on this site:

Cookie	Purpose	Data Held	Type of Cookie	Notes	Categorisation
_utma	Google Analytics	Session tracking id	Persistent	RGP uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets an anonymous analytics cookie that we use to evaluate your use of the website, help us improve how our website works and understand what content interests our users. These cookies don't collect any information that could identify you – all the information collected is anonymous	Performance
_utmb	Google Analytics	Session tracking id	Persistent		Performance
_utmc	Google Analytics	Session tracking id	Session		Performance
_utmz	Google Analytics	Referral information	Persistent		Performance
Cookie_notice_accepted	Records whether cookies are accepted or rejected	Accepted/Rejected flag	Persistent	Required to ensure the question about cookies is suppressed once the user accepts cookies for the site	Essential

How can you control the cookies we use?

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. You can usually activate these settings by clicking on the 'Help' menu in your browser. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

Unless you have adjusted your browser setting so that it will refuse cookies, you will receive cookies as soon you visit our website. The cookies that will be issued will be applied in accordance with the terms of this cookies policy.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.