



EBFP

Early Birds Fire Protection

GDPR PRIVACY POLICY



www.ebfp.co.uk

Introduction to GDPR (General Data Protection Regulation - Processing of personal data)

New regulations came into force from the 25th of May 2018 regarding how we use and store your personal information. Maintaining the security of your data is a priority for Early Birds Fire Protection (known as EBFP Ltd). We are not in the business of selling, renting, or trading email lists with other companies for marketing purposes.

We have carried out a Data Audit to comply with these regulations as there must be a lawful basis for us to collect, process and store any personal data that you provide us. For us, the provision of our services, Design, Installation and Maintenance of Fire Alarm Systems provides this basis.

For the purpose of clarity, Fire Alarm Systems are defined as including but not limited to, Access Control Systems, Emergency Lighting, Fire Extinguishers, Fire Doors, Mechanical Fire Systems, Intruder Alarm Systems, CCTV Systems, Nurse Call Systems and Refuge Alarm Systems.

Your rights

You have the right to object to how we process your personal information. You also have the right to access, rectify, erase, be notified and restrict the personal information that we use. If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. You can get in touch with us by Telephone on 01233 333 280, Mail at Early Birds Fire Protection Ltd, The Street, Hamstreet TN26 2HG Email contact@ebfp.co.uk

How we gather personal Information

The information you provide us with directly, to carry out your works as agreed will include your contact details this is to enable us to carry out our service to you. In addition to the information, you provide us with directly, we may collect personal information from other sources such as credit reference agencies, or images from your CCTV system when we are asked to do so by you. Images are NOT recorded by us. We do not store information such as Credit Card details or Alarm Security Codes or passwords for any of your systems installed.

How we use personal information

We use your personal information to provide you with our products and services and to allow us to schedule maintenance of your systems installed. Sharing and transferring your personal information.

We may store some of your personal information such as Company Name, Site Address, details of the types of system you have on site on our CRM System for certification purposes only. This is a secure password protection system with limited access designed for EBFP Ltd.

We also may share some of your personal information such as Company, Name, Site Address, details of the types of system you have on site to our approved Sub-Contractors to carry out your contracted work. Our Sub-Contractors will have the same qualifications as us to carry out the work such as DBS checked and trade related certification.

We may share some of your personal information with our Alarm Receiving Centre at your request. Southern Monitoring (<http://www.smon.co.uk/>) such as your name, address, and telephone number. We will share the names and telephone numbers of your designated keyholders to enable them to contact these people should your monitored security system be activated. We will also ask you to provide us with a password which we will also share.

We may also share your personal information with Police forces and Fire & Rescue services where these are offered as points of contact for your installed systems.

We may also share your personal information to the Police, where required to do so as part of any legal investigation or proceedings.

We may be required to share your personal information with Insurance companies where required to as part of any insurance claim you may make.

We do not share any personal information overseas.

Retention Periods - Keeping personal information

We keep your personal information secure for as long as we need to, to enable us to provide you with our products and services as part of your agreement with us. If no longer needed any files/documents on our systems will be deleted and any paper-based information will be shredded.

Your consent

Sometimes we may need your consent to pass on your personal information (for example for marketing). We do not use mailing lists or do any mass marketing. We won't always need consent to use personal information – for example if we need it to meet regulatory requirements or to draw up a contract with you. Where you have given us your consent, you have the right to withdraw it at any time.

Website Cookies

Our websites use cookies to collect information. This includes information about people who access our websites. This includes information about pages viewed, products purchased and the customer journey around our websites. Detailed information is set out in our Cookie Policy. We do not collect information to mass market to.

Changes to our Privacy Policy

We review our policy to keep it up to date – Last Reviewed 20.04.2023

Information

For more information on lawful bases for processing, please check the Information Commissioners Office website.

If you have any further questions about the information that we are required to hold, or wish to request access or changes to your data, please contact us at our office. Telephone on 01233 333 280, Mail at EBFP Ltd, The Street, Hamstreet TN26 2HG Email contact@ebfp.co.uk

Signed:


Craig Puddefoot
Managing Director
D20th April 2023