

DATA PROTECTION & PRIVACY POLICY

JAPS Security Suffolk Limited trading as Solutions On Security Services (SOS Services) hereinafter known as the company, is committed to protecting and respecting your privacy.

This Policy has been written for the compliance with the General Data Protection Regulation (GDPR) and to explain when and why we collect personal information about people who are employees or our clients, how the company uses it, the conditions under which we may disclose it to others and how we keep it secure.

The policy may be changed from time to time so please check that you have our current version. The current version is displayed on our website. Any questions regarding this policy and our privacy practices should be sent by email to [sales@sos-services.co.uk](mailto:sales@sos-services.co.uk) or by writing to SOS Services, Unit 15 Olympus Close, Whitehouse road, Ipswich, IP1 5LJ.

**Who are we?**

SOS Services are an independent security systems company that install, maintain and repair a broad range of electrical security systems. These systems include Intruder alarms, CCTV, access control, intercoms, vehicle barriers and automatic doors.

The company was established in 2005 by the current directors covering industrial and public-sector security systems for a small number of clients. SOS Services now looks after many local businesses and public-sector buildings in East Anglia. Our intentions are to forge longstanding relationships with our clients and provide a high-quality cost effective service.

SOS Services have been SSAIB (Security Systems and Alarm Inspection Board) approved since 2006 for Intruder Alarms (including monitoring), CCTV systems and Access Control. The SSAIB approval allows SOS Services to install and maintain monitored intruder alarm systems with Police response and the company is inspected annually to check standards and maintain its approval.

All engineers are Enhanced DBS, Police NPPV2 and BS7858 vetted to provide complete clearance for working at variety of customer sites.

**How do we collect information from you?**

We obtain information about our;

1. employees when they initially apply for a position in the company.
2. clients when they make an enquiry for our services and ongoing through the term of the contract services provided.

**What type of information is collected from you?**

The personal information we collect is usually limited to name, address, email address, contact telephone number.

With monitored intruder alarm systems key holder information will be name and contact telephone number which will be sent directly to the monitoring station. Please visit [www.emcs.uk/](http://www.emcs.uk/) or [www.custodianmonitoring.com/](http://www.custodianmonitoring.com/) if you require their GDPR statement.

**How is the information used?**

We may use the information to;

1. Process an application for employment (including those required for Security Screening checks current at the time of application) and ongoing through employment for such as pensions, personal taxation and the like.
2. Processing enquiries, orders and contracts from a client
3. Dealing with systems users and key holders in relation to installed and maintained systems.
4. Sending of information which has been requested and that may be of interest. This may include information about terms and conditions, system installation, maintenance & monitoring and the like.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory or regulatory obligations such as security screening records, which are retained for term of employment plus 7 years. We will hold your personal information on our system for as long as is necessary for the relevant activity or if it’s set out in any relevant contract agreement.

**Who has access to your information.**

We will never sell or rent information to third parties. Information may be shared with the emergency services depending on system types or in the case of employees for pensions, personal taxation and the like.

We may in appropriate cases, voluntarily or where required by law, pass your data to the Police and similar organisations such as law enforcement agencies (including fraud prevention and detection) or other governmental agencies.

**SOS services will never share information with third parties for marketing purposes.**

**Third Party Service Providers.**

We may pass information to our third-party service providers and other associated organisations for the purpose of completing tasks. However, when we use third party service providers we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep all information secure and not use it for their own direct marketing purposes.

**Third Party Product Providers we work in association with:**

SOS services only share personnel information with monitoring stations, the SSAIB and vetting agencies for employees.

Any monitored alarms the key holder information (name and contact number) will be held by our relevant monitoring station - see personal contract.

**Your choices**

The company does not undertake direct marketing, only acting on general enquires from potential customers and current clients.

Any information stored, or any enquires are not used by SOS Services to sell or distribute to any marking companies.

**How can you access and update your information?**

The accuracy of your information is important to us. If you change any information we hold or is inaccurate, please email us at [sales@sos-services.co.uk](mailto:sales@sos-services.co.uk) or by writing at Unit 15 Olympus Close, Whitehouse Road, Ipswich, Suffolk, IP1 5LJ.

If you have a maintenance contract with SOS Services, your details are updated annually from the returned service contract if you wish to continue with or services.

You have the right to ask for a copy of the information the Company holds about you (we may charge £10 for the information requests to cover our costs). This can be sent by email or in writing.

In certain circumstances, such as where the data is no longer necessary for the purposes for which it was collected, you have a right to require us to erase all personal data held about you. **Note: There are several exemptions to this right, for example in relation to freedom of expression and compliance with legal obligations.**

Non-sensitive details (your email address etc.) are transmitted normally over the internet and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do this at your own risk. Once we receive your information, we secure the information (IT system and hard copy) to our best efforts.

**Profiling**

No profile analysing is carried out from your information and the information we receive from you.

**Links to other Websites**

Our Websites has links to other Websites run by other organisations. However, these are limited to our Certifications/ Accreditations namely SSAIB. This privacy policy only applies to our Website, so we recommend you read the privacy statement on the other Websites you visit.

**18 or Under**

If you are 18 or under we require your parent/ guardian’s permission before we except any personal information at SOS Services.

**Transferring your information outside the UK**

No personal information is transferred directly by the company outside the UK. The companies and organisations SOS services transfer any information with are all UK based.

**Summary - Your Rights Under the Data Protection Legislation**

1. Your right to access information held about you. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.
2. You’re right to correct any errors in the information we hold about you, and to change and correct any details you have already given us.
3. You’re right to ask us not to process your personal data for marketing purposes. This can be done in writing to us at [sales@sos-services.co.uk](mailto:sales@sos-services.co.uk).

**Policy Review**

We keep this policy under regular review. This Policy was lasted updated in May 2018.

**John Schwarz**

**Director**