

Privacy Policy for Capstan Security (Wessex) Ltd

We are Capstan Security (Wessex) Ltd (Company Number 3912958) (“we”, “us”, “our” or “Capstan Security”). Our registered office is at 275 Lymington Road, Highcliffe, Christchurch, Dorset, BH23 5EB

We are committed to safeguarding your privacy. This policy sets out the basis on which any personal data we hold about you will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Capstan Security is a “Data Controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

What information do we collect?

We collect your personal data because it is necessary in relation to taking steps to enter into a contract with you and/or performance of a contract with you.

We may collect, store and use the following kinds of data about you:

Information you give us. This is information about you that you give us by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you make an enquiry on any of our products or services. The information you give us may include your name, address, e-mail address and phone number and personal description.

We do not collect any sensitive personal data about you, such as information about your race, political opinions or religious beliefs unless we obtain your explicit consent.

In addition, we do not knowingly collect personal data from, or direct our content towards, those under the age of 16.

How do we use your personal data?

Personal data submitted to us will be used for the purposes specified in this privacy policy.

We may use your personal data to:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already enquired about;
- send statements and invoices to you, and collect payments from you;
- comply with our statutory and regulatory obligations; and
- deal with enquiries and complaints made;

Disclosing your personal data to others

We will not share your personal data with others, unless:

- we are under a duty to disclose or share your personal details in order to comply with any legal obligation, or in order to enforce or apply our Rules;
- our business enters into a joint venture with, or is sold to or merged with, another business. We may then share your personal details with our new business partners or owners;
- we use third parties to carry out business activities to fulfil contract obligations and they require your personal details to do so.

Where relevant, we will require that third parties follow our data protection and privacy policies, and we will require that such third parties do not use your personal details for their own business purposes without your prior consent.

Where we store your personal data

We store all of your personal details on a secure internal network server and hardcopies in locked cabinets in a secure alarmed site.

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

How long do we keep your personal data for?

We only keep your personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or contract requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

How secure is my 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. 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 instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing 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).
- 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.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

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 275 Lymington Road, Highcliffe, Christchurch, BH23 5EB or email us at info@capstanssecurity.org.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 have any problems with the way that we are handling your personal data, 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 on casework@ico.org.uk.

You can visit the ICO's website by following this link <https://ico.org.uk/>.

Changes to our privacy policy

We keep our privacy policy under regular review. Any updates are posted on our site. This privacy policy was last updated on 18th May 2018.

Data controller

The data controller responsible for your personal data is Capstan Security (Wessex) Ltd (Company Number 3912958) our data protection registration number is Z8830386. If you have any questions about this privacy notice or how we handle your personal information, please contact Capstan Security (Wessex) Ltd on 01425 270527.