

Privacy Policy

Who are Fire Protection Group (FPG) Ltd and FPG Security Solutions Ltd?

Fire Protection Group (FPG) Ltd designs, installs, commissions and maintains fire protection and alarm systems, and fixed gaseous fire suppression systems; we also supply Life Safety Fire Risk Assessments. FPG Security Solutions Ltd (affiliated company) designs, installs, commissions and maintains Access Control, Intruder & CCTV security systems. Both companies operate throughout the UK. Our Head Office is located at 28 Mill Road Industrial Estate, Linlithgow EH49 7SF.

This Privacy Notice describes our practices relating to the Personal data collected through all aspects of our work and applies across all our businesses, save where a separate privacy notice has been put in place for a specific task or activity (e.g. recruitment).

What Personal Information do we collect? How do we collect this Information?

“**Personal Information**” is information through which a person could be identified. We collect, use and process your Personal Information to provide you with services, products or information that you request.

Our collection of information will be transparent to you, and you will have the opportunity to decide whether or not to provide it. If you choose not to provide any of the Personal Information requested, we may be unable to fully complete some tasks for you or provide the information, services or products you have requested.

We may collect information, including Personal Information, from you when you request information from us, or otherwise establish a business relationship with us. The personal data we control and process typically comprises name, physical address, the company whom you represent, phone numbers and email addresses.

We may also ask you to provide information about the equipment you are registering or the company that installed or maintained it. Where you are using the services of third parties to undertake tasks for you that relate to the services we offer (e.g. keyholding, guarding, monitoring) we will need you to provide us with their details. We receive such information on the basis that you have their consent to pass this data to us.

We might need to collect other information for a specific form, feature, or other service that you may use or request (for example keyholder forms or Police Unique Reference Number applications). The content of such information will vary depending on the specific purpose(s) for which the information is being collected.

Why do we collect your Personal Information?

Our purpose in collecting this information is to provide customized services to your specific needs. Your information will be used by us solely to carry out our contractual obligations and/or authenticate you as a user, customer or stakeholder. Personal Information collected may be used to:

- Provide the information, items, or services that you have requested;
- Protect against fraud or investigate suspected or actual illegal activity;
- Respond to a legitimate legal request from law enforcement authorities or other government regulators;
- Conduct investigations to ensure our compliance with legal and industry obligations.
- Our use of your Personal Information will be only for legitimate business interests as set out above, or to otherwise support our fulfilment of a contract with you or to otherwise meet a legal obligation.

Where is Personal Information stored?

We store data in our business operating systems that are hosted on a secure server. This Server backs up our data to a secondary data centre operated by a third party. Staff only have access to areas of the system relevant to the job role they perform with access rights strictly controlled.

Do we use your Personal Information to contact you?

We will only use the Personal Information you provide to respond to a query or request you have registered or to fulfil a service we are contractually obligated to deliver. By exception we may also use the personal data you have provided to protect our business and your account from fraud or other illegal activities. This includes using your personal data to maintain, update and safeguard your account.

Do we share the information we collect?

We may share your Personal Information with our parent company and trusted third parties – but only to meet legal, operational or contractual commitments.



We will not sell or otherwise transfer or share your Personal Information outside of the companies identified above, except:

- When expressly directed by you to do so;
- To fulfil elements of our contracted works that require external support (e.g. arrangement of plant hire, dispatch of equipment or documents by courier)
- Where we have a legal duty to do so.

How can you correct, change or delete your information held by us?

You may request to access, update, correct, change, or delete your Personal Information at any time. We will use reasonable efforts to promptly update or remove information. To protect the user's privacy and security, we will take steps to verify the user's identity before making any requested change. To access, change, or delete your Personal Information, to report problems with our Website, to ask questions or to raise concerns, send an email to compliance@fpgltd.co.uk

Please note that while we will assist you in protecting your Personal Information, it is your responsibility to protect your codes and passwords and other access credentials from others.

What you should understand about the third-party links that may appear on our website?

In some instances, we may provide links to websites we do not directly control. We will make reasonable efforts to identify any such external links. We nevertheless do not control such third-party websites and cannot be responsible for the content or the privacy practices employed by other websites. Furthermore, this Privacy Notice does not govern information collected about you by third parties.

How long do we keep your Personal Information?

The Personal Information you provide us is only kept for as long as it is reasonably necessary for the purposes for which it was collected, taking into account our need to comply with contractual obligations, resolve customer service issues, comply with legal requirements and provide new or improved services to users. This means that we may retain your Personal Information for a reasonable period after you stopped using our services. After this period, your Personal Information will be deleted from all systems without notice.

What additional information should specific users know?

Should you consider that we have materially breached any element of the General Data Protection Regulations you have the right to lodge a complaint with The UK Information Commissioner's Office (also known as the supervisory authority). Their contact details are: Telephone 0303 123 1113 or go online to www.ico.org.uk/concerns

You also have the right to: (i) request access to and correction or erasure of your Personal Information; (ii) seek restrictions on; or (iii) object to the processing of certain Personal Information; and seek data portability under certain circumstances. To contact us about a request to access, correct, erase, object or seek restrictions or portability, please use the contact methods indicated at the end of this notice.

How might we change this Privacy Notice?

This Privacy Notice may be modified from time to time without prior notice. We encourage you to review this Privacy Notice on a regular basis for any changes. Substantive changes will be identified at the top of the Privacy Notice.

Any questions – How can you contact us?

If you have any comments or questions about this Privacy Notice or to obtain further information on any aspect of our General Data Protection provisions please email us at compliance@fpgltd.co.uk

David Armstrong

A handwritten signature in black ink, appearing to read 'DA', with a large, stylized flourish extending to the right.

Interim Managing Director
Fire Protection Group (FPG) Ltd
FPG Security Solutions Ltd

Date: - 27 Aug 2019

Review Date: - 1st Sept 2020