

Privacy Policy

Introduction

We respect your privacy and are determined to protect your personal data. The purpose of this privacy notice is to inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from). We'll also tell you about your privacy rights and how the data protection law protects you.

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data through your use of this website, including any data you may provide through this website when you complete an enquiry form on the website.

This website is not intended for children and we do not knowingly collect data relating to children.

You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data controller(s)

Profile Security Services Limited is the controller and responsible for your personal data (collectively referred to as "Profile Security Services", "we", "us" or "our" in this privacy notice). Our contact details are Profile Security Services Limited, Stable Yard, Walk House Farm, Barrow Upon Humber, Lincolnshire DN19 7DZ, United Kingdom, Telephone 01469 533339. For all data matters contact our Data Protection Officer using the contact details above.

Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you use our website, we encourage you to read the privacy notice of every website you visit.

Profile Security sets itself the highest standards. As a mark of excellence, it also meets national and international benchmarks:

- Profile's Quality Management Systems (QMS) are ISO 9001:2015 certified.
- Our Environmental Management Systems (EMS) conform to ISO 14001:2015.
- Our data and information management security systems meet ISO 27001:2013 standards.
- Our supply chain security management systems conform to ISO 28000:2007.
- Since 1993, Profile has been certificated to BS7499, the Code of Practice for Security Guarding Companies, and more recently BS10800, through the National Security Inspectorate (NSI).
- We comply with BS 7858 for Screening & Vetting, and with BS 7984 for Key Holding & Alarm Response.

Profile is a member of the Security Industry Authority, the organisation responsible for regulating private security contractors. Profile Security Services Limited currently holds SIA Approved Contractor Scheme (ACS) status for the provision of Door Supervision, Security Guarding, Key Holding and Public Space CCTV. Accreditation means we've been assessed for quality and best practice, and that we are committed to customer service and the compulsory licensing of our staff.

The personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the [Information Commissioners Office](#).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name and last name
- **Contact Data** includes billing address, delivery address, email address and telephone numbers

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

How we collect your personal data

We use different methods to collect data from and about you. You may give us your identity and contact data by filling in forms or by corresponding with us by post, phone, Helpdesk portal, email or otherwise. This includes personal data you provide when you:

- Purchase or request a trial account for our products or services
- Create an account on our website e.g. our support portal
- Subscribe to receive emails from us
- Request marketing to be sent to you
- Request that you be contacted by our staff e.g. sales enquiry or helpdesk request



How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Performance of Contract - this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Legitimate Interest - this means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting our Data Protection Officer.

Comply with a legal or regulatory obligation - this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Marketing Purposes by email or telephone, but only in relation to products and services offered by Profile Security Services You have the right to withdraw consent to marketing at any time by contacting our Data Protection Officer.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact our Data Protection Officer if you need details about the specific legal grounds we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To contact you regarding Helpdesk Service requests	(a) Identity (b) Contact	Performance of a contract with you
To inform you of any changes or updates to the services we provide to you	(a) Identity (b) Contact	Performance of a contract with you
Direct marketing to market our business products and services to you	(a) Identity (b) Contact	The processing of personal data for direct marketing purposes. Either you have requested product information the past and we believe that you may be interested in similar products, or you use existing products or services from us and we believe that other related products/services may be of business benefit to you.

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

Third-party marketing

We would obtain your express opt-in consent before sharing your personal data with any company outside of The Profile Group for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting our Data Protection Officer.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us because of a product/service purchase/subscription/warranty registration.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please click on the Cookies link on the website.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact our Data Protection Officer.

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

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Who we share your personal data with

We may have to share your personal data with the parties set out below for the purposes set out below.

- External Third Parties Service, for example, sub-contacted organisations to provide onsite repair of goods/services that we supply
- Professional advisers acting as processors including lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services
- HM Revenue & Customs, regulators and other authorities acting as processors based in the United Kingdom who require reporting of processing activities in certain circumstances

- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

International transfers

The accounting software and CRM software that we use is supplied by third parties that store personal data outside of the European Economic Area (EEA). Therefore, their processing of your personal data will involve a transfer of data outside of the EEA.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting 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.

By law we have to keep basic information about our customers including contact, identity, financial and transaction data for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see **your legal rights** below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your legal rights

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you
- The right to request that we correct any personal data if it is found to be inaccurate or out of date

- The right to request your personal data is erased where it is no longer necessary to retain such data
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data
- The right to request that we provide you with your personal data and, where possible, to transmit that data directly to another data controller (known as the right to data portability) where applicable, i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics)

If you wish to exercise any of the rights set out above, please contact our Data Protection Officer.

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Your duty to inform us of changes

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current.

Queries, requests or concerns

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact our Data Protection Officer.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.

Board Member Approval

This statement has been approved by the organisation's board of directors, who will review and update annually.



Andrew Prendergast,
Chief Executive Officer

October 2023

Distribution List

A copy of the Privacy Policy is made available to all Profile employees and distributed, upon request, to suppliers, clients and potential clients. Our Privacy Policy is also published on our website: www.profilesecurity.co.uk/privacy-policy

Version Control

NUMBER	COMMENTS	REVIEW DATE
v1.0	New Policy	17/09/2020
v1.1	Amendments to formatting	18/09/2020
v1.2	Design and layout changes	31/05/2021
v1.3	Changes to cover page	18/08/2021
v1.4	Policy Review	25/08/2022
v1.5	Policy Review	27/10/2023