

PRIVACY POLICY

Fire Security Services Ltd is committed to protecting your privacy and ensuring that the information we collect is used appropriately and kept secure and is compliant with General Data Protection Regulations. This privacy policy explains what information we collect, how and why we use it, how we keep it safe, and how you can instruct us if you prefer to limit the use of that information and the procedures that we have in place to safeguard your privacy.

By submitting your information to us by our website, phone, email or other means, you consent to the use of that information as set out in this policy.

Fire Security may from time to time modify the terms of this policy and any changes will be posted on this page.

Information Collection and Use

Should you provide us with your contact information this information will only be used to contact you for the purpose for which you have expressed an interest such as when you enquire or register for a Course or when you enquire or order one of fire protection Services

Personal data, where necessary, will be used to undertake administration in relation to training completed, providing certificates or other records of learning, or to contact candidates directly in relation to quality assurance processes, investigations, appeals, and complaints.

The information we collect from you could include your: Name, address, email, phone number, date of birth, payment information or photograph

Visitors to our Website

When someone visits our website, we use a third-party service called Google Analytics to collect information about visitor behaviour patterns. We do this so we can understand how visitors make use of the website and so we can improve its content and flow.

The information is available to us in only an aggregated format and we are not able to identify any individuals from the data that Google Analytics collects. Since the implementation of GDPR in May 2018, we have made sure that the IP address (the unique identifier of the PC, laptop, tablet or mobile that you are using) is anonymised so Google are not able to identify individuals to aggregate your online behaviour patterns.

For more information please visit www.google.com/analytics/.

Marketing

You will only receive marketing information about our Courses or other Services if you have specifically requested it. We do not share or sell your personal information with a view to advertising to anyone else and you can ask us to stop sending you marketing messages at any time by contacting us at any time.

Sharing of Data

We will not share your personal data with others unless it is to register your training with the relevant Accrediting or Awarding body or 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 Terms and Conditions of sale. We will take all reasonable steps to ensure that our staff protect your personal data and are aware of their information security obligations. Candidate personal data disclosure is limited to those who have a genuine business need to know it.

We may also share your personal details with any new business partners or owners should the business be sold or merged with another business.

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold by Email request to:
training@fire-sec.co.uk.

Keeping and security of personal information

We will only retain your personal information 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.

We take the security of your personal information very seriously in order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to ensure that your information is kept safe and secure. We have also 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.