

## KEY SYSTEMS UK Limited Privacy Policy

Key Systems UK Ltd are committed to protecting your privacy and meeting the requirements of applicable data protection legislation. This privacy policy explains:

- what personal data we collect about you;
- why we collect that personal data;
- who we share your personal data with;
- why we might contact you and how you can change that;
- where we use your personal data;
- how we keep your personal data secure; and
- the rights you have in relation to your personal data.

“Personal data” referred to within this policy covers any information which could be used to identify you, either directly or indirectly, for example in combination with any other information we may hold about you. This privacy policy covers the use of your personal data collected about you during any interaction you may have with us. It covers the collection of personal data by telephone, via our website [www.keysystemsuk.com](http://www.keysystemsuk.com) and [www.ksecurity.co.uk](http://www.ksecurity.co.uk) and from our pages on third party social media channels such as Facebook, LinkedIn, Twitter and Instagram.

In this privacy policy, when we refer to “we”, “us” or “our”, we mean Key Systems UK Ltd, 1a St Georges Business Centre, St Georges Square, Portsmouth PO1 3EY, United Kingdom. We are the data controller for the purposes of the Data Protection Act 1998. Please read this privacy policy carefully to understand our practices regarding your personal data. If you have any questions, comments or concerns about any aspect of this privacy policy, please contact our Customer Service team on [admin@keysystemsuk.com](mailto:admin@keysystemsuk.com) or 023 92367677.

### Personal data collected by Key Systems UK Ltd

#### Personal data you share with us:

All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the GDPR at all times.

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate interests. Specifically, we may use your data for the following purposes:

- Supplying our products and services to you (please note that we require your personal data in order to enter into a contract with you) .
- If you write to, call or email us, we will use your details to respond to you and will keep a record of your correspondence with us.
- Any other legitimate reasons.
- **"Contact us"** - If you visit the "Contact Us" section of our site and fill in the information requested we will use your information to deal with your queries and to respond to you.

#### Personal data we receive from other sources:

When you interact with us or use any of our pages on social media sites, such as Facebook and Twitter, we may collect information about you which could include personal data. For example, when you “Like” a post on Facebook or “Follow” us on Twitter. Those social media sites will also have their own privacy policies explaining how they use and share your personal data. You should

carefully review those privacy policies before you use those social media sites, to make sure that you are happy with them.

## **Do we share your data?**

We will not share any of your data with any third parties for any purposes unless required to meet your requirements for specific Security/Fire Alarm features which will be fully discussed with you at the time and your consent will be requested.

In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal obligations, a court order, or a governmental authority.

## **Security of personal data**

We care about your personal data and know that you trust us to keep it secure. We use appropriate technical and organisational measures, including encryption, to protect your personal data, and review those regularly. Unfortunately, the transmission of personal data via the internet is not completely secure. Although we will do our best to protect your personal data we cannot guarantee the security of your personal data on transmission via the internet. Through our “Contact Us” page, minimal personal data should be included so we can contact you directly.

Your data will only be stored in the UK.

## **Personal data and your rights**

As a data subject, you have the following rights under the GDPR, which this policy and our use of personal data have been designed to uphold:

- The right to be informed about our collection and use of personal data.
- The right of access to the personal data we hold about you.
- The right to rectification if any personal data we hold about you is inaccurate or incomplete.
- The right to be forgotten i.e. the right to ask us to delete any personal data we hold about you.
- The right to restrict the processing of your personal data.
- The right to data portability
- The right to object to us using your personal data for particular purposes
- Rights with respect to automated decision making and profiling.

If you have any cause for complaint about our use of your personal data, please contact us using the details provided and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK’s supervisory authority, the Information Commissioner’s Office. Contact your local Citizens Advice Bureau.

We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will, therefore, be retained for the following periods:

- Personal data will not be held for more than six years after it ceases to be current unless there is a specific reason for doing so.

## **How can you access your data?**

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, a small fee will be payable and we will provide any and all information in response to your request within 30 days. Please contact us for more details at [admin@keysystemsuk.com](mailto:admin@keysystemsuk.com). If you would like to update, correct or access the personal data we hold about you, please contact us on [admin@keysystemsuk.com](mailto:admin@keysystemsuk.com) or Tel: 023 92367677

## **Cookies**

Our Website uses cookies to collect information about you, including some personal data. “Cookies” are small data files which are placed on your device via your web browser when you visit the Website/s. Any personal data collected by those cookies will be used in accordance with this privacy policy.

## **Changes**

From time to time we may make changes to this privacy policy for example if the Law changes. Any changes will be immediately posted on our website and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our website following the alterations. We recommend that you check this page regularly to keep up-to-date. If we need to, we will e-mail you with details of those changes and/or ask you to confirm that you are happy with them.