

Privacy Policy

Spycon Security Ltd

Last Updated: 1st Jan 2025

1. Introduction

At **Spycon Security Ltd** we safeguarding your privacy and personal information is central to how we operate. We are committed to complying with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and all applicable privacy laws.

This Privacy Policy outlines how we collect, use, store, share, and protect your information when you visit our website **www.spyconsecurity.co.uk**, engage with our services, or interact with us in any other way. By using our website or services, you agree to the terms of this policy.

2. Information We Collect

We collect only the information necessary to provide our security, fire safety, and related services efficiently and lawfully. This may include:

a) Personal Identification Data

- Name
- Address
- Email address
- Telephone number
- Job title or company name

b) Service-Related Data

- Details of services requested (e.g., manned guarding, fire risk assessment, CCTV installation)
- Site addresses and property information for service delivery
- Emergency contact information

c) Financial Data

- Bank account details (for payment processing)
- Billing address and invoicing details

d) Technical & Usage Data

- IP address
 - Browser type and version
 - Device type and operating system
 - Pages visited, time spent on site, and navigation paths (via cookies and analytics)
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3. How We Collect Information

We collect personal information in several ways:

- Directly from you via forms, phone calls, emails, or meetings.
 - Through our website when you request a quote, submit an enquiry, or sign up for updates.
 - Through social media engagement.
 - Automatically via cookies and analytics tools when you browse our site.
 - From third-party partners or public sources, where permitted by law.
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4. How We Use Your Information

We use your personal data for the following purposes:

1. **Service Delivery** – To provide, manage, and complete the services you have requested.
 2. **Customer Support** – To respond to enquiries, provide updates, and resolve issues.
 3. **Billing and Payments** – To process invoices, payments, and refunds.
 4. **Legal Compliance** – To meet legal and regulatory requirements, including safety and security obligations.
 5. **Marketing (with consent)** – To send you relevant updates, offers, or service information.
 6. **Improvement of Services** – To analyse feedback, service performance, and website usage for continuous improvement.
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5. Sharing Your Information

We will never sell your personal data. We may share your information with:

- **Service Providers** – Trusted third parties who assist with IT, hosting, payment processing, and service delivery.
- **Regulatory Authorities** – Where required to comply with laws and regulations.
- **Law Enforcement** – If necessary to protect our rights, safety, or comply with legal obligations.

All third-party partners are contractually required to keep your data secure and use it only for the agreed purposes.

6. Data Retention

We keep personal data only as long as necessary to fulfil our contractual obligations, comply with legal requirements, resolve disputes, and maintain accurate records. Once no longer required, data is securely deleted or anonymised.

7. Your Rights Under UK GDPR

You have the right to:

- Request access to the personal data we hold about you.
- Request correction of inaccurate or incomplete data.
- Request deletion of your personal data where there is no legal basis for retention.
- Object to processing in certain circumstances.
- Withdraw consent for marketing at any time.
- Request restriction of processing or data portability.

To exercise your rights, contact us at info@spyconsecurity.co.uk or call 020 4600 4703.

8. Cookies

Our website uses cookies to improve user experience, monitor performance, and tailor content. You can disable cookies in your browser settings, but some features of the website may not function properly.

9. Data Security

We implement industry-standard physical, electronic, and managerial procedures to protect your data against unauthorised access, loss, misuse, or alteration. While we strive to ensure security, no method of online transmission is entirely risk-free.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with the revised date. We encourage you to review it periodically to stay informed about how we protect your information.

11. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact:

Spycon Security Ltd

Email: **info@spyconsecurity.co.uk**

Tel: **020 4600 4703**

Website: **www.spyconsecurity.co.uk**