

PRIVACY NOTICE

Purpose:

This Notice has been designed to ensure the transparency of our Business when it comes to what we do with the personal information we use and hold, along with assurances in respect to the protection of all data that is handled by our business.

We will explain when we use your personal data, how we use it, who we share the data with and what your rights are in respect to this data.

GDPR Policy Statement:

Advantage One Security, regards the lawful and correct treatment of this information as extremely important to our successful operations and to maintaining confidence between Advantage One Security and our Customers.

In short; Advantage One Security fully embraces the concept and adheres to the Principles of Data Protection as set out in the Data Protection Act 1998 and compliance of the GDPR.

This personal information must be handled and dealt with appropriately, however it is collected, recorded and used, and whether they are on paper, computer records or recorded by any other means. We have therefore devised safeguards and processes in line with the Act and Regulations to ensure this.

When we can use your personal data

Data protection law sets out a number of grounds on which we may process your data and we must tell you which apply. These are called the 'legal basis' and include:

- **Contractual obligation**, which means that we need to use your data for the purposes of a contract you have agreed, either with us or a third party, or you have agreed we can use the data before entering into a contract. For example when you booked a Training Course or ordered some Course related material.
- **Legal compliance**, which means we need personal data to comply with the law. For example when we need information to protect in respect to H&S regulations, when visiting our Offices, or help if we need to accommodate individuals with a disability or when a law enforcement agency requires us to pass on details of witnesses to a criminal incident.
- **Legitimate interests**, which means we'll use your data to help us run our business in a way that might reasonably be expected and which doesn't have a material effect on you. For

example when we analyse data to keep up with the latest requirements, improvements of our Services and when Auditing Bodies are invited to ensure we are doing everything right.

- **Consent**, which means you have given us your permission. For example when you have entered your personal details, or if you tick a box to consent to us contacting you. When you give us your consent you may also withdraw it.

How we use and share your Personal Data.

Firstly; you'll be pleased to know that we do not use or share any Personal Data with anyone outside of our Company (apart from the means described above) and we do not transmit any data outside of the UK and only ever use data for our own Business related means:

When you use our websites, we collect any information that you provide during the course of using this site. This may include:

- Your name and contact details, including address, telephone number and email addresses
- If you contact us through social media (e.g. Twitter and Facebook), your username for that channel
- Personal data contained in any messages you send us
- Your IP address, operating system and web browser type
- If you are using a smartphone, your device's unique ID
- Your marketing preferences
- If you register for a Training Academy Logon, your username, password, email address, address, customer numbers or details
- Any other personal data you give us

Any purchases that are made on line (via our Website) are managed by our chosen digital payments merchant. Our website will supply information of how to contact them, if you feel the need to.

Any data inputted or collected via our Website, or you interactions, or purchases, we only use this data to:

- Respond to you when you contact us through our website or one of our social media channels, on the grounds of our legitimate interest in responding to your enquiry
- We use **Cookies** on our website to track visits to our site. We use cookies to help improve your visitor experience. Cookies are small text files which are downloaded when you visit a website unless you have set our browser to stop them. When downloaded, cookies automatically collect limited personal data. For example, our website uses Google Analytics to track visitor interaction by downloading a cookie to your device. The Google Analytics

cookie includes a unique ID number which is used to identify your browser and track your visits to our website. This helps us to improve our website by understanding how visitors use it. The types of information it gives us access to includes times of visits, pages visited, time spent on specific pages and details of referring sites. P.S. you don't need to accept Cookies, so feel free to turn them off, you will still be able to use our Website.

- To do data analysis using anonymous information from all the visitors to our website to give us a better understanding of how visitors use the site. We do this on the grounds of our legitimate interest to identify trends, manage future demand, improve our products and services, develop new products and services and serve you better as a customer. You cannot be identified from this information
- To send you information about our offers and promotions, products and services which we think will be of interest to you. If you are an existing customer, we do this on the grounds that it is in our legitimate business interests to promote our offers, promotions, goods and services to you; if you are not an existing customer, we will ask for your permission to send you marketing communications which you can withdraw at any time

Your Rights

In respect of your personal data you have the right to request that we:

- Allow you access to your personal data, including receiving a copy of it as well as information about how we have processed your data
- Correct or complete your personal data, if it is incorrect or incomplete.
- Restrict the use of your personal data if:
 - It is not accurate
 - It has been used unlawfully but you do not want us to delete it
 - We no longer need it, but you want us to keep it for use in a legal claim
 - You have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request
- Delete your personal data
- Where we are using your personal data with your consent, you can withdraw your consent at any time. If you do this, this will not affect the lawfulness of the processing prior to the withdrawal.
- Where we are using your personal data on the basis of legitimate interests, you can object to us using it this way.

Where we are using your personal data for direct marketing, including profiling for direct marketing purposes, you can object to us doing so.

You will not normally have to pay a fee to exercise these rights. We may, however, charge a reasonable fee or refuse to comply with a request if it is unfounded or excessive.

If you wish to exercise your rights, please email us at info@advantage1.co.uk

Should you have any concerns about how we may be handling your personal data, please contact us.

If you are unhappy with the outcome of either your request or with our processing of your personal data, you can also lodge a complaint with the Information Commissioner's Office.

They can be contacted using the information provided at: <https://ico.org.uk/concerns/>

Contact us

You can contact our Data Protection Officer in writing to:

Data Protection Officer. Advantage House, 29 Brunswick Rd, Gloucester, GL1 1JE, or by email to info@advantage1.co.uk

If you wish to keep up effective lines of communication, it is important that you inform us if you change any of your personal details, so we can update your records.