Data Protection & Privacy Policy

Challenge Alarm Services Ltd is committed to protecting and respecting your privacy and we take our responsibilities regarding the security of your information very seriously.

This privacy statement complies with the General Data Protection Regulation (GDPR) and explains how and why we collect personal information about employees, clients, potential clients, suppliers and business contacts, how we use that information, the conditions when we may disclose it to others and how we keep it secure.

We are registered with the Information Commissioners Office (ICO) and our Registration No. is **ZA261085**

Personal Information collected by Challenge Alarm Services Ltd includes Names, Addresses and Contact Details and for our customers and our database will also include details of their alarm specifications, building plans, security passwords and codes and keyholder details.

As we are SSAIB accredited some customer information will be shared with SSAIB and details of their privacy policies can be found at:- <https://ssaib.org/page/privacy-policy---home-owner>

Where a customer has an alarm monitoring contract with Challenge Alarm Services Ltd their personal data is shared with East Midlands Central Station Ltd (EMCS Ltd) and their privacy policy can be found at:-

http://www.emcs.co.uk/\_photos/Data%20Protection%20&%20Privacy%20Policy%20March%202018.pdf

Customer data may also be shared with Devon & Cornwall Police and Fire Brigade where appropriate.

Challenge Alarm Services Ltd DO NOT sell, distribute or lease your personal information to third parties unless we have your permission or are required to do so by law.

Challenge Alarm Services are committed to ensuring the security of personal data and have in place physical, electronical and managerial procedures to ensure data is secure.

Personal data is kept for as long as necessary to fulfil the purposes for which it was collected, including satisfying any legal, accounting or reporting requirements.

The GDPR gives individuals the right to request information that organisations hold on them. If you would like information on any information held by Challenge Alarm Services you can do so by contacting us direct or if you have a complaint about how your data has been used you can address this direct to the ICO.

This privacy notice may be modified as and when necessary without prior notice.