

PRIVACY POLICY

Optima Alarms Ltd Privacy Policy

This Privacy Policy describes how your personal information is collected, used and shared.

PERSONAL INFORMATION WE COLLECT

When you contact us or if you are an existing customer, we collect certain information from you, including your name, address, billing address, email address and phone number.

We will never sell individual personal information with anyone without your advance permission or unless ordered to by a court of law. Information submitted to us is available only to employees managing this information for purposes of contacting you or sending you emails based on your request for information and to our contracted service providers for purposes of providing services relating solely to our communications with you.

HOW DO WE USE YOUR PERSONAL INFORMATION

We use the order information that we collect generally to fulfil our services to you, providing you with invoices and/or order confirmations).

SHARING YOUR PERSONAL INFORMATION

We may share your information with the 3rd party listed below, if applicable due to the services we provide.

We are a member of Security Systems and alarms inspection board (SSAIB), we have a duty to share information with the SSAIB as a part of our audit process to comply with the relevant standards.

For further information on how the SSAIB process personal information <https://ssaib.org/page/privacy-policy---home-owner/>

All central station connection will be via Chubb Custodian, they will hold the details provided to us if applicable.

For further information on how the Chubb Custodian process personal information <https://www.ccs.utc.com/ccs/en/worldwide/privacy-policy/>

Kent, Sussex and met Police Authority will hold the details provided to us if applicable.

Finally, we may also share your personal information to comply with applicable laws and regulations, to respond to a subpoena, search warrant

or other lawful request for information we receive, or to otherwise protect our rights.

DATA RETENTION

When you place an order with us we will then hold your information, we will maintain your information for our records unless or until you ask us to delete this information.

Data Protection legislation gives you the right to access information held about you. Your right of access can be exercised in accordance with the law. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

In the event that we sell or buy any business, assets or shares, in which case we may disclose your personal data to the prospective seller or buyer of such business, assets;

If we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets; or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions; or to protect our rights, property, or safety, or those of our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

LOCATION OF THE INFORMATION

The information will be held within the European Union.

When we use your information as described in this Privacy Policy, this may occasionally involve sending your information. By providing us with your personal information, you agree that we may transfer, store and process your information in this manner.

Unfortunately, the transmission of information via the internet is not completely secure. Although we employ security measures designed to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

IP ADDRESSES

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

COOKIES

Our Site uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our Site. For detailed information on the cookies we use and the purposes for which we use them see our [Cookie Policy](#).

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

For more information about our privacy practices, if you have any questions, or if you would like to make a complaint, please contact us by email at paul@optima-alarms.com or by mail to 94/19 Heeley Close, Kent Science Park, Sittingbourne, Kent, ME9 8PS