

# TENNALS GROUP LTD

## PRIVACY NOTICE

TENNALS GROUP includes the trading division of MHS Alarm Services and this privacy notice explains how we use any personal information that you give us or that we may collect about you.

### How will we use the information about you?

For our Alarm Service clients, we collect and process the following information about you:

- Your name, site address, contact number(s), email address and payment details.
- We may also collect from you the contact details of your emergency contacts. This will include their name, address, fixed line telephone number and mobile number.. Emergency contact person(s) may be your partner, family members, neighbours, friends, employees, or a keyholding company.

We use your information for the following purpose:

- For contracting, delivery of service, installation of your alarm, security system or surveillance system and administrative processes (including billing and collection, system provisioning, hardware and software upgrades, credit checks, technical support). Our processing is permitted by applicable privacy laws and in all instances the processing of your personal data is based on the legal basis of contract (our contractual obligation to provide you with the required services).
- For monitored intruder alarm clients, we will contact your keyholder(s) if your alarm is triggered and we cannot reach you. If you provide us with personal data relating to such people, you represent to us that you have informed them that we will use their personal data for the purposes of having them as your emergency contact, and that it is in your and our legitimate interest for us to process their personal data to the extent permitted by and in compliance with the terms of this legal notice. After collecting your emergency contacts' personal data and unless they already have the information about how we process their data, we will expect you to contact them and provide them with our legal notice.

Our use of your information as described above is permitted by applicable privacy laws. Our processing of your personal data is based on a legal contract and partly on your and our legitimate interest.

### **ALL CLIENTS**

We will use the personal information that you give us to provide a quotation, process your order or provide the services that we have agreed to provide in a contract between you and us.

In carrying out the services we have agreed to provide we will not share your personal information unless: –

- We are under a legal obligation to do so

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- Our contract with you requires a third party to carry out activities on our behalf and they need your personal information to do that.

We may collect and use your lead information to market our services to you where you have not expressly opted out or previously indicated that you do not want to be contacted for marketing purposes. We will provide you with an easy ability to opt out at any point should you change your mind.

We will never sell your information to third parties.

We do not share your personal information outside of the European Economic Area.

## **How long do we keep your personal information for?**

We will keep your personal information for as long as we need it to provide the services that we have collected it for. This includes keeping it so that we can meet legal, accounting or regulatory requirements.

## **How secure is my personal information?**

We have put steps in place to prevent your personal information being accidentally lost, used, gained, altered or shared in an unauthorised way.

We limit access to your personal information to employees, agents or contractors and other third parties who have a business need to know and they will only process your personal information on our direction and they are under a duty of confidentiality.

## **Access to and correction of your personal information**

You have the right to request a copy of the information that we hold about you. You have a right to correct information if you consider it is inaccurate and you have a right to have any or all of your personal information deleted. However, if you ask us to delete information, it may affect the service we provide for you.

If you would like a copy of some or all your personal information, please email or write to us

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of our website and to compile statistical reports on website activity.

For further information please visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

You can set your browser not to accept cookies and the above websites tell you how to remove them from your browser. However, if you choose not to accept cookies, some of our website features may not work as a result.

## **How to contact us**

Please contact us if you have any questions about our privacy policy by emailing us at [dataprotection@tennals.com](mailto:dataprotection@tennals.com) or write to us at Data Protection, Tennals Group Ltd., Eleanor House, 141 Tat Bank Road, Oldbury, B69 4NH.