CommercialSecure
Fire & Security Solutions

Our Privacy Policy

CommercialSecure Fire and Security Solutions

167-169 Great Portland Street
Westminster
London
W1W 5PF

T. 07513 622565 **E. info@commercialsecure.co.uk**

Specialists in the installation, maintenance, and monitoring of fire alarms, security systems, CCTV, access control, and related safety systems.

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CommercialSecure Fire & Security Solutions is a trading name of SECURE PROPERTY PROTECTION LIMITED
Company number 15978676

CommercialSecure
Fire & Security Solutions

At CommercialSecure, we are committed to protecting the privacy and security of our customers, clients, and website visitors. This Privacy Policy outlines how we collect, use, store, and protect your personal information in accordance with the Data Protection Act 2018

What information we collect:

We may collect the following types of personal information:

- **Name and contact details (e.g., address, phone number, email)**
- **Business or residential property details**
- **Payment and billing information**
- **System specifications and maintenance records**
- **CCTV footage (where applicable)**
- **Website usage data (e.g., IP address, browser type, cookies)**

How we collect your data:

We collect your personal data through:

- **Direct communication (phone, email, in person)**
- **Service contracts and installation forms**
- **Online forms or inquiries**
- **Monitoring and maintenance systems**
- **CCTV or remote monitoring services**
- **Our website and cookies**

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Sharing your information:

We do not sell your personal data. However, we may share information with:

- **Approved third-party service providers (e.g. alarm monitoring centers)**
- **Emergency services (fire brigade or police)**
- **Regulatory bodies, if legally required**
- **IT and system support partners**

All third parties are required to keep your information secure and only use it for the agreed purpose

How we use your information:

We use your information to:

- **Provide fire and security services (installation, maintenance and monitoring)**
- **Communicate with you about our services**
- **Process payments and invoices**
- **Ensure compliance with legal and regulatory obligations**
- **Improve our services and customer experience**
- **Enhance security through monitored systems**

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Data retention:

We retain your data only for as long as necessary to:

- **Provide our services**
- **Comply with legal obligations**
- **Resolve disputes and enforce agreements**

We hold data up to 5 years after the end of our service relationship unless longer retention is legally required.

Your data protection rights:

Under the UK GDPR, you have the right to:

- **Access your data**
- **Correct inaccurate or incomplete data**
- **Request erasure of your data**
- **Restrict or object to processing**
- **Data portability**
- **Withdraw consent (where applicable)**
- **Complain to the Information Commissioner's Office (ICO)**

To exercise any of these rights, please contact us using the details above.

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Data security:

We implement appropriate technical and organisational measures to safeguard your data, including:

- **Encrypted storage**
- **Access controls and authentication**
- **Regular security reviews and updates**

Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Contact Us

If you have any questions about this policy or how we handle your data, contact:

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