

Privacy Policy

At Lock-*tec* we are committed to maintaining the trust and confidence of our customers and want you to be clear about the data we collect and store, how we use this and the rights you have to control that information.

In this Privacy Policy, we have provided detailed information on when and why we collect your personal information, how we use it and the very limited conditions under which we may disclose it to others and how we keep it secure.

This Privacy Policy has been created in accordance with the EU General Data Protection Regulation (GDPR) which came into force on 25/05/18. We will review our Privacy Policy from time to time as deemed appropriate by GDPR regulations.

1. Introduction

- 1.1 In this policy, “we”, “us”, “our” refer to Lock-*tec* and “you” and “your” refer to our customers.
- 1.2 We are committed to protect the private data we receive and store from you and respect your rights under the General Data Protection Regulation.
- 1.3 This policy applies when we receive your data and we are acting as “data controller” and when we process it we are acting as “data processor”.
- 1.4 For more information about us and how you can contact us, please see Section 10.

2. Origin of our Data

- 2.1 We only collect information directly from our customers for scheduling and invoicing purposes, before work commences when the customer gets in contact with us, or when the work is complete, when details such as name and address are requested to create a VAT invoice.
- 2.2 We operate CCTV within and around the Lock-*tec* premises for customer/staff wellbeing and building security purposes.

3. Processing your Data

- 3.1 Your data will be used as correspondence data. Lock-*tec* may contact you by email or telephone to provide updates on the service required or to send you a written quotation. The legal basis of processing the correspondence data is the legitimate interest to perform a service, requested by you from us.
- 3.2 Your data will be used as transaction data and it may be used for financial records such as VAT invoices and it will be kept for 6 years. The legal basis of this processing is the “legal obligations” to which Lock-*tec* is subject.

4. Sharing your Details

- 4.1 Lock-*tec* does not sell or trade your private data with third parties for marketing purposes.
- 4.2 Your data is only shared with the following companies to fulfil our business responsibilities:
 - Payment service providers (ie. credit card processors) and our banks
 - Cloud based accounting
 - Couriers that deliver our products to you
 - Lawyers representing us in the event of a legal claim
 - Regulators and law enforcement agencies (if there is a legal reason to share your data with them)

5. Storing your Data

- 5.1 Your private data may be printed and secured in locked filing cabinets or in the case of high security key systems, within a locked data safe. The building is secured by high level security and a monitored alarm system.
- 5.2 We store our correspondence/scheduling data for the legitimate purpose of keeping a record of the works our company completes.
- 5.3 Your private data may be stored electronically on our servers. Our computers are password protected, with anti-virus software and can only be accessed by our staff members.

6. Deleting your Data

- 6.1 Once your private data is no longer relevant/needed Lock-*tec* will permanently delete the electronic files and shred documents.
- 6.3 For more details about the length of time we store your data please see Section 3.2.

7. Data Breaches

- 7.1 Lock-*tec* has standard procedures to protect your details against data breaches such as passwords for electronic files that are periodically changed, building security and secure filing cabinets/data safes for physical documents. For more details on how we securely store your documents please see section 5.
- 7.2 Data held on devices is secured using passwords and protected with anti-virus software. We also backup and store data offsite using encrypted cloud storage.
- 7.3 We understand the legal requirement to report a data breach to ICO (Information Commissioner's Office) within 72 hours from the event. We also commit to inform every person that has been affected by the data breach.

8. Amendments

- 8.1 We may update this policy in order to improve our data management.
- 8.2 We will publish any significant changes to this policy.

9. Your Rights (GDPR rights of the natural person)

- 9.1 To be informed about how, why and on what basis that information is processed.
- 9.2 To obtain confirmation that your information is being processed and to obtain access to it and certain other information, by making a "subject access request". Your request will be answered within 7 days.
- 9.3 To have data corrected if it is inaccurate or incomplete.
- 9.4 To have data erased if it is no longer necessary for the purpose for which it was originally collected/processed, or if there are no overriding legitimate grounds for the processing (the right to be forgotten).
- 9.5 If you wish to exercise any of the rights, please contact our Data Protection Officer (see section 10).

10. Lock-tec Details

- Registered in the UK – Reg. No. 06655590
- Registered address: Lock-tec (UK) Ltd, 4-6 Castle Street, Northwich, Cheshire, CW8 1BA
- Data Protection Officer - Email: admin@lock-tec.co.uk
- Tel No: 01606 331444

11. Complaints

If you have a complaint regarding any aspect of your personal data or this privacy policy, please email or write to our Data Protection Officer (see Section 10). If you are still not satisfied with the outcome of your complaint, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Paul Tattum

Director