

Privacy Notice

M&E Alarms (Barnstaple) Ltd is committed to ensuring that your privacy is protected. We need to collect certain data from individuals including customers, suppliers, business contacts and employees.

Personal information collected by M&E Alarms (Barnstaple) includes Name, addresses and contact telephone numbers for all our clients which allows us to communicate with them and maintain a high level of customer service relevant to their specific needs and interests. Details of individual alarm accounts are held on our customer data base to assist with customer service, this includes alarm specifications, building plans and alarm locations and details of any alarm transmission (if system is monitored). In certain cases where a customer has agreed to an alarm monitoring contract with M&E Alarms (Barnstaple) Ltd, this information will also be shared with an Alarm Receiving Centre as set out in the details of their alarm monitoring specification. The Alarm Receiving Centre records and shares alarm monitoring information with us, and in certain circumstance this data will be passed to any relevant law enforcement agency without prior consent from the data subject e.g. If Police are carrying out any investigation whereby the information held by the Alarm Receiving Centre would be beneficial to their enquiries. Data collected from CCTV systems installed and/or maintained by us will be used in accordance with our CCTV Policy following instruction made by the occupiers of site of installation or any law enforcement agency.

M&E Alarms (Barnstaple) Ltd will not use any customer information for purposes other than listed above. Customers personal information will not be used for marketing purposes unless explicit consent has been granted by the customer.

Personal information will only be kept for as long as it is reasonably necessary for the purposes for which it was collected, taking into account our need to comply with contractual obligation, resolve customer service issues, comply with legal requirements and provide new or improved services.

The General Data Protection Register (GDPR) gives rights to individuals in respect of the personal data that organisations hold about them. You can request information about the data we hold by contacting us, or if you have a complaint about the way we have used your data, you can contact the ICO directly.

This privacy notice may be modified from time to time without prior notice.



Managing Director
M and E Alarms (Barnstaple) Ltd

Last updated on 4th April 2018.

