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| Title: Quality Management System | Ref: ISO 9001:2015 | Rev: A |
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Privacy Policy

We are PEL Services Ltd (Company Number 2016666) our registered office and business address is Units 1&2 Belvue Business Centre, Belvue Road, Northolt, Middlesex, UB5 5QQ. We provide the core services of design, supply, installation, service & maintenance of sound, fire, security and audio visual systems.

We are committed to safeguarding your privacy. In accordance with EU General Data Protection Regulation (GDPR) this notice sets out the basis on which any personal data we collect from you, or you provide to us, will be used.

All of PEL's staff who interact with data subjects are responsible to ensure they are made aware of this notice, it is posted on our website to be viewed. This will be overseen by our GDPR Data Controller.

What information do we collect?

We may collect and store the following information about you:

- Your name.
- Job title.
- Work address.
- Work email.
- Work telephone numbers.
- Business bank account details, insurance detail, other account information.
- Business to business emails.

We do not collect any sensitive personal data about you, such as information about your race, political opinions or religious beliefs. We do not knowingly collect personal data from those under the age of 16.

How do we use your personal data?

The data we collect will be used for the following purposes:

- Normal contract delivery, i.e. Service Contracts - for planning maintenance visits, arranging fault calls, reporting, etc.
- Project Management, including supply chain details required by Construction (Design and Management) Regulations.
- General business to business such as accounts, payment, insurance and compliance details.
- Marketing where our services may be of benefit to you (we offer an opt out within all marketing emails)

Disclosing your personal data to others

We will not share your personal details with others unless:

- We are using a third-party to deliver a service to you (as specified in contract) and the third-party require contract details to perform the service (i.e. for the provision of fire extinguisher servicing, our approved subcontractor will require site contact name, site address and telephone number).
- For monitored fire and security systems customer nominated key-holders need to be shared with the Alarm Receiving Centre (ARC) for normal contract delivery.
- You are part of a project chain and your details appear in documentation shared under Construction (Design and Management) Regulations.

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Where we store your personal data

We store data on our secure servers located within the European Economic Area. We also hold hard copies of project files where contact details of the project chain will be recorded in line with Construction (Design and Management) Regulations.

How long do we keep your personal data for?

We will keep data indefinitely if you allow us to. This enables us to revisit contract and project details held on file for renewal, refurbishment, maintenance, extensions or alteration works that may be required in the future.

How secure is my data?

We engage the services of a third party, ROCC Computers Ltd, to ensure security of data held on our IT systems by maintaining robust antivirus, firewalls and protection against all forms of malware.

Your rights

Whilst we hold your data, by law, you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please write to us at PEL Services Ltd, Units 1&2 Belvue Business Centre, Belvue Road, Northolt, Middlesex, UB5 5QQ or email us at GDPR@pel.co.uk

Your rights to complain

If you have any problems with the way that we are handling your personal data, you should contact the Information Commissioner's Officer ("ICO"). The ICO can be contacted by telephone on 0303 123 113, Monday to Friday between 9am and 5pm, or by email on casework@ico.org.uk

You can visit the ICO's website by following this link <https://ico.org.uk/>

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Changes to our privacy policy

We keep our privacy policy under regular review. Any updates are posted on our website www.pel.co.uk this privacy policy was last updated on 17th May 2018.

Data Controller

We have appointed a data controller, David Barnhurst, who is responsible for overseeing personal data held by PEL Services Ltd. If you have any questions concerning this notice please contact us via GDPR@pel.co.uk or call 020 8839 2100.

Our data protection registration number is: ZA081669.