



Fire & Security

## **SAS Fire & Security**

### **Privacy & Personal Data Protection Statement**

(Subject to change – visit [www.sas.ie](http://www.sas.ie) for details)

SAS Fire & Security is committed to safeguarding the privacy of all our customers. This statement sets out the basis on which any personal data we collect is processed and stored.

### **Our legal bases for processing personal data**

Under the General Data Protection Regulations we rely on the following legal bases for processing your data:

**Contract** – we need to collect and process your personal data in order to fulfill a contract with you. We will also collect and process your data on this basis if you've asked us to provide a quotation.

**Legal** – we are obliged to process some personal data to comply with the law. If you place an order with us we must retain some personal data for at least six years to comply with legislation and the Revenue Commissioners.

**Legitimate interests** – we collect and process some personal data to pursue our legitimate interests in a way you would reasonably expect as part of running our business; for example, to analyse information on our customers in order to provide new products or services.

### **The kinds of personal data we collect and how it is collected**

Depending on your interaction with us, we may collect and process all or some of the following personal data:

- Name
- Address details
- Phone numbers
- Email address
- History of services provided
- IP Addresses

This data is collected in the form of: e-mails, letters, and telephone calls as well as internal documents such as Service Dockets.



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## **How we protect your personal data**

We treat the security and confidentiality of personal data held by us very seriously and we have in place appropriate security measures to prevent your personal data from being accessed or disclosed in an unauthorised way.

The data we collect is given freely by our customers for the purpose of providing the contracted services and is held by us in the form of both hard copy documents and in digital format on our computer system.

### **Physical data records**

Personal data are held by us in the form of hard copy documents would include such documentation as: Sales Quotations, Service and Installation Dockets, Invoices and, Bank Details, where payment is made by cheque.

All documentation containing personal data is kept in locked storage to which access is restricted to only the relevant staff.

### **Digital Data Records**

Personal data held on our computer system is safeguarded in a number of ways.

Access to our systems and computer processes are continually monitored by state of the art intrusion and anti-virus software which detects and prevents any unauthorized or irregular activity.

Access by individual members of staff to personal data restricted to only those relevant staff and their access is password protected.

In order to adhere to good business practice and to ensure the continuity of our business and the services we provide, we maintain a secure practice of backing up all data held on our systems. The back-up of data is controlled by a trusted third party and is protected in encrypted format. It is stored in two ISO 27001 UK Data Centres for additional security.

## **With whom we share personal data**

We will not share your data with others unless we need to do so to fulfill the services that have been contracted or we have a legal obligation to do so.

In the course of providing alarm monitoring services it is necessary that we share personal data with trusted third party monitoring centres to enable them to provide the relevant services.

From time to time it may be necessary to share a limited amount of personal data with other specialised service providers in order to provide the required service.

Please be assured that we will only ever share your information with trusted parties who adhere to GDPR and the correct standards of security.

We never share your personal data with marketing companies.



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## **How long we keep your data**

We are obliged to process some personal data to comply with the law. If you contract with us for services we must retain some personal data for at least six years to comply with legislation and the Revenue Commissioners. You can request that your personal data be removed after the six years – see below.

Some of the services we provide will be of an on-going nature and therefore, for as long as you remain a customer of ours, out of necessity to provide those services, we will keep your data.

Also, given the longevity of the systems we install, we have found that it has been extremely beneficial to past customers in resolving issues that may arise, that we have retained the data relevant to them and their systems.

For those customers we review the requirement to continue to hold such data on a regular basis.

## **Your rights**

You have the right to:

- Access your personal data, free of charge
- Have your personal data rectified if out of date or incorrect
- Have personal data erased, unless that would conflict with our legal obligations

If you want to review, verify, correct or request erasure of your personal data please write to us at SAS Fire & Security, Unit A2, Cookstown Business Centre, Tallaght, Dublin 24.

## **Your right to complain**

If you have any problems with the way that we are processing your personal data you should contact the offices of the Data Protection Commissioner.

The Data Protection Commissioner can be contacted by phone on 1890 25 22 31 or by e-mail at [info@dataprotection.ie](mailto:info@dataprotection.ie).

## **Changes to our privacy policy**

We keep our privacy policy under regular review and any updates will be on our website.

If you have any questions about this privacy statement or how we process your personal information, please contact us on 01 4624966 or [info@sas.ie](mailto:info@sas.ie).