



Head Office
Unit 6 Knight House,
Lenthall Road,
Loughton, Essex
IG10 3UD
9am – 5pm: **0208 556 1000**
24hr Emergency: **02392 242135**
customerservices@kryptosecurity.net
www.kryptosecurity.co.uk

Privacy Policy

Introduction

We are Castleview Systems Limited T/a Krypto Security (company Number 08251744) Our registered office is at 562 High Road Leytonstone London E11 3DH We are SSAIB – certified installers, SSAIB is a leading certification body for organisations, providing security systems and services, fire detection and alarm systems. In this policy, “we”, “us”, “our” refer to “Castleview Systems Limited” and “you” and “your” refer to our customers. We are committed to protect the private data we receive and store from you and respect your rights under the General Data Protection Regulation. This policy applies when we receive your data and we are acting as “data controller” and when we process it and we are acting as “data processor”. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. Castleview Systems Limited T/as Krypto Security is responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice. This notice applies to all homeowners and businesses that have had a security system installed or any other services rendered.

What information do we collect and why?

We only collect information directly from our customers (you) for schedule and financial purposes, before a job (when the customer gets in contact with us), or at the end of a job, when details such as name and address are requested to create a VAT invoice. We also collect contact details for “you” and the people “you” have nominated as keyholders for “your” alarm system. It is “your” responsibility to ensure that you have permission to disclose these details before providing them to us. We hold this information to enable us to comply with statutory obligations and to pursue our legitimate interests for the purposes set out in the section below.

How do we use your data?

Your data may be used as correspondence data, Castleview Systems Limited may contact you by e-mailing or calling to give you updates on the service required/requested or to deal with enquiries/complaints made by you relating to We hold this information to enable us to comply with statutory obligations and to pursue our legitimate interests for the purposes set out in the section below “your”. The legal basis of processing the correspondence data is the legitimate interest to perform a service, requested by you from us. Your data may 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 “Castleview Systems Limited” is subject. Your data may be used to record your information on any required certification (which is also held by SSAIB who in turn have their own privacy policy that can be viewed at www.ssaib.org) If we do use your personal information for any unrelated purpose, we will notify you and we will explain the legal basis, which allows us to do so.



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Sharing your details

“Castlevew Systems Limited” will only share your information with relevant parties and only when necessary, such as for the purpose of Alarm Monitoring and certification. Certificate information will be shared with SSAIB (who in turn have their own privacy policy that can be viewed at www.ssaib.org), and keyholder details may be shared with Southern Monitoring Services (who in turn have their own policy which can be viewed at <http://www.smon.co.uk>)

Storing your data

Your private data may be printed and secured in our filing cabinets which are locked at all times when not in use. The cabinets are placed in an office with restricted access that is secured by high level security and a monitored alarm system. We store our correspondence/schedule data for one year for the legitimate purpose of keeping a record of the job our company attends. Your private data may be stored electronically on our servers that are based in the UK. Our computers are protected by password and anti-virus program, and they can only be accessed by our staff members.

How long do we keep your personal data?

We only keep your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

How secure is the personal data I provide Castlevew Systems T/as Krypto Security?

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition we limit access to your personal information to those employees, agents, contractors and other third parties who have business need to know. They will only process your information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.



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Deleting your data

This section explains how we delete/destroy your data once it is no longer needed. For more details about the length of time we store your data please see Section 3 (3.3) and 5 (5.2). Once your private data is no longer relevant/needed “Castlevew Systems Limited” will permanently delete the electronic files. Once your private data is no longer relevant/needed “Castlevew Systems Limited” will hire a secure document shredding company that complies with the GDPR, to destroy the documents.

Data breaches

“Castlevew Systems Limited” has standard procedures to protect your details against data breaches such as passwords for electronic files, that are periodically changed (every 3 months), alarms and secure filing cabinets for physical documents. We back-up your data by creating an electronic copy of each document that is securely stored on our server based in the UK that is protected by password and anti-virus program. “Castlevew Systems Limited” understands the legal requirement to report a data breach to ICO (Information Commissioner's Office) in maximum 72 hours from the event. We also commit to inform every person that has been affected by the data breach.

Amendments

We may update this policy in order to improve our data management. We will notify you of any significant changes to this policy.

Your rights (GDPR rights of the natural person)

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 in maximum 7 days. To have data corrected if it is inaccurate or incomplete. 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). To restrict the processing of personal information where the accuracy of the information is contested, or the processing is unlawful (but you do not want the data to be erased), or where the employer no longer needs the personal information, but you require the data to establish, exercise or defend a legal claim. To restrict the processing of personal information temporarily where you do not think it is accurate (and the employer is verifying whether it is accurate), or where you have objected to the processing (and the employer is considering whether the organisation’s legitimate grounds override your interests). 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, please write to us at our registered address. You will not have to pay a fee to access your personal information, (or to exercise any of the other rights). However we may charge a reasonable fee if your request is clearly unfounded or excessive. Alternatively we may refuse in such circumstances.



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Your Right to Complain

If you have any problems with the way we are handling your personal data, you should contact the Information Commissioners Officer (ICO) The ICO can be contacted by telephone on 0303 123 113 – Monday to Friday between 9am and 5PM or by email casework@ico.org.uk or the website follow this link <http://ico.org.uk/>. The data controller responsible for your personal data is Castlevision Systems Limited T/as Krypto Security Company Registration 08251744 If you have any questions about this privacy notice or how we handle your personal information please contact Castlevision Systems Limited T/as Krypto Security.

“Castlevision Systems Limited” details

We are registered in the UK under registration number 08251744 and our registered office is at 562 High Road, Leytonstone, London, E11 3DH You can contact us: a) By post to the address of our registered office b) By e-mail to customerservices@kryptosecurity.net c) By telephone 0208 556 1000