



CTA Fire Detection and Alarm Systems

The Wireless Solutions Company

PRIVACY NOTICE

CTA Fire Detection (CTA Maintenance Ltd) is a leading fire detection and alarm system design, installation and servicing company operating in the UK and Europe and provides services to companies and end users.

We operate from our Head Office in Sittingbourne, Kent with field based engineers and specialist sub-contractors attending clients' premises.

CTA Fire is committed to protecting your personal information and respecting your privacy and rights when it comes to information processing and committed to maintaining compliance with current data protection legislation any future legislation that comes into force as and when required and to maintain transparency about how it processes personal data.

We process the personal data of both our own employees and business contacts and works to robust information security policies to ensure this data is kept secure and the risk of data breach is reduced to a minimum.

This Privacy Notice informs you how and why CTA Fire collects your personal information, how we process it, who has access to it and details your rights as an individual to control how your personal information is processed.

By continuing to use our services you give CTA Fire permission to process your personal data for the purposes identified as set out within this Privacy Notice.

This Privacy Notice contains information regarding:





- LAWFUL BASIS FOR PROCESSING YOUR INFORMATION
- COLLECTION OF PERSONAL INFORMATION
- HOW CTA Fire USES YOUR INFORMATION
- ENQUIRIES
- COMMUNICATIONS
- RECRUITMENT
- SUBCONTRACTORS
- COMPLAINTS
- YOUR RIGHTS
- SUBJECT ACCESS REQUESTS
- CHANGES TO THIS PRIVACY NOTICE
- HOW TO CONTACT US
- DISCLAIMER



Third Party Accredited Company SP203 – 1 – Fire Detection and Alarm Systems

CTA Maintenance Limited The Old Stables 95c High Street Milton Regis Kent ME10 2AR
Telephone: 01795 519822 Fax: 01795 519833 email: sales@ctafire.co.uk www.ctafire.co.uk
Company Registration No 1917503 Directors: David Rooney Gillian Best-Knight Sean Knight



 <p>CTA Fire The Old Stables High Street Milton Regis ME10 2AR Tel: 01795 519822 Fax: 01795 519833 www.ctafire.co.uk</p>	<p>Title: PRIVACY NOTICE</p> <p>Ref Issue 1</p>	<p>Prepared by : David Rooney dave@ctafire.co.uk</p> <p>Date 15-05-18</p> <p>©CTA Fire 2018</p>	  
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LAWFUL BASIS FOR PROCESSING YOUR INFORMATION

To comply with the data protection requirements of the General Data Protection Regulation (GDPR), there must be a lawful basis to collect, process and store any personal data that you provide. For CTA Fire as a data controller, the lawful bases under which personal data is processed include:

1. The contractual agreement with each company for the provision servicing safety systems. Personal information that CTA Fire collects during the enquiry and quotation and invoicing process will be limited to what is necessary and processed for the purposes of fulfilling its contractual obligations.
2. Where the processing is necessary for the purposes of legitimate interests pursued by CTA Fire or by yourselves as a third party. For example, we may occasionally send out communications using your contact details that are of specific importance to you and the ongoing preventative maintenance and upgrading of safety systems or may ask for your input when developing a new service. See the 'Communications' section below.
3. Any active consent you may have given CTA Fire to receive or access particular services where another lawful basis does not apply. You will be asked to demonstrate your consent with an affirmative action, such as ticking a box or filling in your email address.

Collection of Personal Information

When you access and browse the CTA Fire website and when you correspond by phone, post or email, you may give information about yourself. This information can include your name, postal address, email address, landline and/or mobile telephone number and information about your employment (including your job title, responsibilities and employer's details) as well as other personal information.

This Privacy Notice applies, but is not limited to, personal information that CTA Fire collects from collects from:

- visitors to the CTA Fire website
- end users and company representatives enquiring to obtain goods and services we provide
- sub-contractors looking to obtain approved contractor status and provide specialist goods and services
- specialist sub-contractors and suppliers already approved for the supply of goods and services
- complainants and other individuals in relation to a complaints or enquiries
- job applicants and current and former employees
- visitors to the CTA Fire Head Office

How CTA Fire Uses Your Information

Where we collect personal data (for example your name, postal address or e-mail address) this information is used exclusively for providing the services you have requested or which are detailed within your service contract, or for controlling access to restricted areas. We will only pass your personal data to relevant third party organisations or individuals either as a contractual requirement, with your explicit consent, or if specifically compelled to do so by law or court order or other legitimate reason.

The transmission of information via the internet is not completely secure. Although CTA FIRE does its best to protect your personal data, it cannot guarantee the security of your data once transmitted. Any transmission you make is at your own risk. Once we have received your information, robust information security measures are in place protect it and minimise the risk of unauthorised access.



FIRE ALARMS



ACCESS CONTROL







EMERGENCY LIGHTS



FIRE EXTINGUISHERS



HD CCTV

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Visitors to the CTA Fire Website

Public Website Areas

You can visit the CTA FIRE website without revealing who you are or giving any information about yourself, except where you voluntarily choose to give over your personal details via e-mail or by enquiring about any of our services.

Cookie Policy

Cookies are small pieces of information that are stored by your browser on your computer's hard drive.

The CTA Fire website does not use cookies.

People who email CTA FIRE

CTA FIRE may monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Enquiries

You can contact us via email, through our website, telephone or post if you wish to enquire about services. Enquiries will typically require the person to provide some form of contact details to allow us to follow them up.

These communications are only ever shared internally either for the purpose of providing you with the information you have requested or directing you to the appropriate person who can help you.

For general enquiries, a record of the enquiry is retained by CTA Fire until the enquiry has been dealt with. We may follow up the enquiry until informed otherwise.

We retain all information regarding enquiries for 18 months or until the enquiry has been closed or dealt with. This is because many larger projects often do not materialise for up to a year following the initial enquiry. We will contact you prior to removing your data to confirm if the enquiry is still live and will keep the details on record until enquiry is confirmed or closed.

CTA Fire retains all information regarding contracted works throughout the life of the contract and then for 7 years should that contract cease.

All information provided to CTA FIRE is treated as Confidential. This information is stored securely on our internal CRM database and is only used for purposes related to the approved contracted services. Any financial details given have access limited to the relevant financial department only.

Information is only shared with third parties with a legitimate interest in the services provided, for example specialist approved sub-contractors, suppliers and auditing agencies including the NSI, HM Revenue and Customs and HMRC. CTA Fire may also share information with the Police if there is a lawful basis for doing so.

Communication

CTA Fire's marketing department may, from time to time, send contracted customers direct marketing emails relevant to the services provided. You may unsubscribe from these emails by replying to the email with "unsubscribe" in the subject line.



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Recruitment

In accordance with data protection legislation it will be necessary for CTA Fire to maintain personal data which is processed for the purpose of your employment and for legitimate business and legal reasons and requirements. Full details of can be found in the Employment Privacy Notice and the Data Protection Policy in the Employee Handbook issued on successful employment.

Applicants for roles at CTA Fire are asked to provide their personal information for the application process, including their current Curriculum Vitae and a Covering Letter, either directly or through a Recruitment Agency. This information is used solely for the purpose of assessing the applicant's suitability for the role, leading to a possible invitation to interview.

Personal details of unsuccessful applicants are held for a period of up to 6 months after the decision, for the legitimate interest of assessing eligibility for any other roles that may be more suitable. CTA Fire does not share this information with any other party within this time. Applicants do have the right to contact us and withdraw their details at any time during the recruitment process, and the HR Manager will then update the records accordingly.

We will ask the applicant about their previous work experience, education, referee details, and for answers to the questions relevant to the role they have applied for.

CTA Fire requires successful applicants to provide proof of identity, such as a passport or a birth certificate, to ensure the applicant is eligible to work in the UK, which is a legal requirement. We also require the applicant's full name, contact details, home address, bank details and name and contact details of their next of kin. We may also ask about any medical conditions, details of which remain strictly private and confidential for the attention of the HR Manager only. A Staff Details form is given in the new starter pack along with the contract of employment. We collect personal data using this form for the purpose of setting up the employee on the payroll system, the pension scheme and to facilitate security screening background checks. We will only share the employee's details with the third parties providing these services to allow the service provision.

The contract of employment forms CTA FIRE's lawful basis to process employees' personal data in order to fulfil its contractual obligations, plus any specific consent given by the employee for additional services or benefits. Information disclosed remains strictly private and confidential and under the control of the HR Manager, and only accessible by the Directors and HR Manager. Should an employee wish to enquire about the personal information we hold about them, they can make a 'subject access request' to the HR Manager.

Successful applicants are required to complete an Enhanced DBS (Disclosure and Barring Service) check during their initial probationary period. This process is outsourced to Disclosures.Co.Uk an approved screening company. They collect personal data for the purpose of carrying out background screening on behalf of CTA Fire employees. Successful applicants are asked to complete screening process managed by Disclosures.Co.Uk and by the HR Manager. Applicants are asked to provide their current passport or a birth certificate, a driving license and a utility bill or bank statement with their current home address stated. These forms are checked and counter signed by the HR Manager and relevant information then forwarded to the Disclosures.Co.Uk. Disclosures.Co.Uk will share the applicant's name, date of birth and address history with third parties (the Criminal Disclosure and Barring Service and Equifax) where it is necessary to fulfil their contractual obligations to the applicant and to CTA Fire and where obliged to do so by law.

Should the screening process reveal any information which had not previously been disclosed during the interview process CTA Fire reserve the right to terminate your employment in line with our disciplinary procedures.

The HR Manager compiles a file relating to your employment containing the documentation listed above. Please note this file is kept in a secure location and is password protected by the HR Manager and only used for purposes directly relevant to that person's employment.

If the employment is terminated or an employee resigns, CTA Fire retains both the security screening and HR file for each individual file for 7 years before destruction. CTA Fire will inform any third parties processing the data to remove it subject to data protection requirements.



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Your Rights

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 1998 (DPA), CTA FIRE recognises and respects that you have rights as an individual providing personal data:

- You have the right to know exactly how your personal data will be processed.
- CTA FIRE commits to processing your data fairly, lawfully and transparently, details of which are set out in this Privacy Notice.
- You have the right to request access to the personal data that we hold about you.
- You have the right to request changes to the data held about you if the data is incorrect or requires additional information.
- You have the right to request erasure of your data or the right to be forgotten completely, where there is no legitimate reason for your data to continue to be processed.
- You have the right to request that processing of your data is restricted so that the data remains stored but is not further processed.
- You have the right to request a copy of your data in a portable format.
- You have the right to object to your data being processed, if the processing is for a legitimate interest without compelling grounds, or for direct marketing.

You may notify us of any request to change how your personal data is processed or to update your records by telephone or email.

CTA FIRE retains the right to continue processing personal data if there are compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual, or the processing is for the establishment, exercise or defence of legal claims.

Please note: should you choose to erase your data or restrict how your data is processed, this may restrict your awareness of important information and safety updates relating directly to the life safety systems under your control.

Subject Access Request

If you wish to make a free Subject Access Request to access a copy of the personal data CTA FIRE stores about you, or understand how it is processed and why, please follow the instructions below:

1. Contact the Head Office (email preferred) sonia@ctafire.co.uk.
2. Include details of your request – which information about you do you wish to have access to
3. Provide sufficient evidence about yourself for us to verify your identity.

We will deal with your request without undue delay, within 1 month of the receipt of your request. We will notify you if we are unable to provide the information within 1 month, detailing the likely timescale. If we are unable to grant you access to your data for a specific reason you will be notified immediately. In certain circumstances, such as where a large amount of data is requested which may require extension time or resource to gather and collate the data, CTA Fire reserves the right to charge a fee to account for this activity.



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Changes to this Privacy Notice

This Privacy Notice is regularly reviewed and may change from time to time. This Privacy Notice was last updated on the 15th May 2018.

How to Contact Us

If you wish to contact CTA FIRE for further information about this Privacy Notice, you can call on 01795 519 822 or email us.

Disclaimer

This Privacy Notice does not provide exhaustive detail of all aspects of CTA Fire’s collection and use of personal information. However, we are happy to provide any additional information or explanation needed when requested.

We make every effort to ensure that the information provided on its website is accurate and current. However, we cannot guarantee this and cannot accept responsibility for any errors, omissions, misstatements or mistakes on the website. Anyone becoming aware of such matters is requested to notify us in writing or by e-mail.



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