



Fidelity Integrated Systems Limited Privacy Notice – May 2018

Who Are We?

Fidelity Integrated Systems Limited, 1 Stables Court, High Street, St Mary Cray, Orpington
Kent BR5 3NL

We provide services including the design, quotation, installation and ongoing servicing of electronic security and life safety systems which requires us collecting and processing personal data. We care about your privacy and are committed to protecting your information in accordance with fair practices and relevant data privacy laws.

Modifications to This Privacy Notice

We reserve the right to update this notice as required, so please check periodically to ensure you have reviewed the most up to date version.

Collection of Personal Data

We are the Data Controller and we may collect and process different kinds of personal data about you such as:

Identity Data:	Including first name, surname, title
Contact data:	Including postal address, email address, telephone numbers
Financial Data:	Including your bank account details and payment transactions
Transaction Data:	Including correspondence, enquiries, quotations, customer and supplier account information, purchases, orders, maintenance agreements, invoicing, service and installation call reports, remuneration records

Legal Bases for Data Processing

- The fulfilment of our contracts with our customers and suppliers
- The fulfilment of our legal and regulatory obligations
- The legitimate interests of Fidelity Integrated Systems Limited based on our usual business activities

What Do We Do with Your Data

We use your data to:

- Fulfil orders for all of our products and services
- Manage our contractual obligations
- Fulfil our legal and regulatory obligations
- Manage our everyday business needs such as payment processing, financial account management, development of our services, contract management, corporate responsibilities, auditing, reporting and legal compliance

Who Is Your Data Shared With

We may have to share your personal data with certain third parties for the above purposes, including: our accountants and other professional advisors; our insurers; our bank, HM Revenue & Customs, regulators or other authorities. We require all third parties to respect the security of your personal

data and to treat it in accordance with the law. Third party service providers are only permitted to process your personal data for specified purposes and in accordance with our instructions.

We do not transfer your personal data outside the European Economic Area (EEA), except to the extent it is stored or transmitted electronically, e.g. documents and records held on any cloud-based system. We will always ensure that any personal data transferred outside the EEA has a similar degree of protection afforded to it.

Data Security and Data Retention

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Only those with a business need to know will have access to your personal data. These parties will only process your personal data on our instructions and are subject to confidentiality.

We have procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

Your Rights

We will only use your personal data for purposes for which we collected it, unless we reasonably consider that it is necessary to use it for another purpose. If that purpose is compatible with the original purpose, you may contact us for an explanation. If that purpose is not compatible with the original purpose, we will notify you and explain the legal basis which allows us to do so.

We may process your personal data without your knowledge or consent, in compliance with the above rules, where required or permitted by law.

You are entitled to access, rectify, or update your inaccurate or out of date personal by contacting us at admin@fidelityintegrated.com or by post at the address detailed above.

Consent and Withdrawal of Consent

By providing personal information with us, you understand and agree to the collection and processing of this data for the lawful purposes as detailed in this privacy notice. Where required by applicable law, we will ask for your explicit consent, i.e. should we wish to use your data for the purpose direct marketing.

You may always object to the use of your personal information for direct marketing purposes, or withdraw any previously granted consent for a specific purpose, free of charge by contacting us at admin@fidelityintegrated.com or by post at the address detailed above.