



105 Cirrus Crescent
Riverview Park
Gravesend
Kent
DA12 4QR

Privacy Policy

LP Fire and Security LTD is committed to protecting and respecting your privacy. Your trust is important to us, so we are being transparent about what information we collect and what options are available to you in order to manage and delete your information.

This policy sets out the basis in which any personal data we collect from you, or that you provide to us, will be processed. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting <https://www.lpfs-systemsltd.co.uk> you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the "Act"), the data controller is Phil Moye of 105 Cirrus Crescent, Riverview Park, Gravesend, Kent, DA12 4QR.

What Data We Collect:


Information you give us:


This is information about you that you give us by filling in forms on our site www.lpfs-systemsltd.co.uk ("our site") or by corresponding with us via phone, email, social media or otherwise. It includes information you provide when you register to use our site, subscribe to our services, enter a competition, promotion or survey and when you report a problem with our website.

The information you give us may include the following;

- Contact Information – This includes information such as your name, job title, age and prefix, username, mailing address, telephone numbers, email address or other addresses. This information will allow us to contact you and send you messages, company information and registration information.
- Information such as the types of products and services that may interest you, contact and product preferences, languages, creditworthiness, marketing preferences and demographic data.

 www.lpfs-systemsltd.co.uk

 + 01474-354464

 phil@lpfs-systemsltd.co.uk



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- Transactional information such as purchases, customer account information, order and contract information, delivery details, billing and financial data, details for taxes, transaction and correspondence history.
- Our products may collect system and event information relating to their setup, configuration and operation, as well as information collected by our products in their ordinary course of operation. This information may include sensor and equipment data, energy usage data, fault data, event data, environmental data, and other internal or external data as well as product usage information and product performance data. In some circumstances, this information may be Personal Data. In the case of video or security products, the information may also include video and audio signals and data. The nature and extent of the information collected by our products will vary based on the type and function of the product and the type of services for which they are used, subject to applicable laws.

Information we receive from other sources:


This is information we receive about you if you use any of the other services we provide. In this case we will have informed you when we collected that data if we intend to share this data internally and combine it with data collected on this site. We will also have told you for what purpose we will share and combine your data. We are working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies). We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

Information we collect about you:

On each of your visits to our site we will automatically collect the following information:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page and any phone number used to call our customer service number.

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Uses made of the information:

We use information held about you in the following ways.

- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
- To notify you about changes to our service;
- To ensure that content from our site is presented in the most effective manner for you and for your computer.


Cookies


Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy here <https://cookiesandyou.com/>. To opt-out of our use of cookies, you can change the options in your browser to stop accepting cookies. If you stop or do not accept cookies you may not be able to use certain aspects of our services or view some of our content on our website.

Information we collect about you. We will use this information:

- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- To allow you to participate in interactive features of our service, when you choose to do so; as part of our efforts to keep our site safe and secure;

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- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- To make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- Information we receive from other sources. We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).
- Disclosure of your information
- Fulfilling your orders for products or services and related activities, such as product and service delivery, customer service, account and billing management, support and training, product update and safety related notices, and to provide other services related to your purchase.
- Managing our contractual obligations and your ongoing relationship with us, including interacting with you.
- Managing our everyday business needs, such as payment processing and financial account management, product development, contract management, website administration, fulfillment, corporate governance, audit, reporting and legal compliance.

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.
- Selected third parties including: business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you. This information will be shared for services such as payment processing, data analysis, hosting, email, website, advertising and support. When you sign up to make comments on our blogs, such information like your name will appear alongside the comment which is visible to the public.

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- Analytics and search engine providers that assist us in the improvement and Optimisation of our site.
- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.
- We will disclose your personal information to third parties:
 - In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
 - If LP Fire and Security LTD or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- We will not sell information to any other third party organizations.


Security and Legal Compliance:


When the need arises, we may disclose information about you with this parties if we believe that it's reasonably necessary to:


- Comply with any applicable law, legal process, regulation, judicial, governmental or order.
- Enforce our Terms of Use, Privacy Policy or other agreements.
- Protect the security or integrity of our Services.
- Protect our customers, employees, third parties from harm or illegal activities such as fraud, misuse, abuse, violations of law or security or technical issues.
- Respond to an emergency which we determine is in good faith that requires us to disclose information to assist in protecting serious bodily injury to any person.
- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.

With your consent:

When you give us permission we may share your name and/or company name on our website alongside a provided testimonial.

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Where we store your personal data

All information you provide to us is stored on secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

How we collect your data.

We collect personal information in a variety of ways through our normal business activities, both online and offline. This includes, for example, when you place orders or purchase products or services, enter into agreements or communicate with us, or visit and use our websites. We also receive personal information from our customers in order to perform services on their behalf.


Your rights


You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at <https://www.lpfs-systemsltd.co.uk>


Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to our Privacy Policy

Any changes we make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our Privacy Policy.

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How Long We Retain Data

We will retain your account information until relevant actions have been performed to request termination of contract as per our privacy policy. All information located on invoicing and quotations will be stored for financial purposes.

Payment Information:

We do not store any payment card details, which we collect via secure payment processing services. We store activity related to a payment like the date and the amount in order that we can supply you with an email and/or physical receipt.

Your Rights

Right to Access:

You have the right to request a copy of your information, to ask us not to use or correct your personal data, to remove your data or apply a restriction of your information. Below we outline the tools and processes for making these requests. Any requests for access or modify your information must be in writing and we endeavor to respond to requests within a reasonable timeframe. We will comply with our legal obligations as regards your rights as a data subject. Please send requests to phil@lpfs-systemsltd.co.uk and include; Full Name, Email Address and Details of the specific information you require.

Right to be Forgotten:

If you would like your information to not be held by LP Fire and Security LTD aside from Invoicing purposes, you will need to notify us in writing. Please send any 'be forgotten' requests to phil@lpfs-systemsltd.co.uk.


Marketing:


Upon agreeing for LP Fire and Security LTD to take part in any work performed for yourself, you will be agreeing to be contacted for marketing purposes. Please note that you can opt-out of receiving marketing emails via notification in writing.

Contact

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