

## **Privacy Policy**

**Data Controller: Kenny Neal**

**Open In Security Services**

trading as **Open In Security**

registered at **87A Long Lane**

**Ickenham**

**Uxbridge**

**Middlesex**

**UB10 8QS**

("we," "our," or "us")

We are committed to protecting your privacy and always ensuring the security of your personal information. Our Privacy Policy explains how we collect, use, and safeguard your data.

### **Type Of Information We Collect**

We typically collect the following types of information:

- **Personal Information:** This includes your name, address, contact details, email address, and any other information you voluntarily provide when contacting us, requesting services, placing orders, or filling out forms/contact information on our website
- **Usage Information:** We may also collect non-personal information about your use of our website and services, including IP addresses, browser type, and device information

### **How we receive information about you**

We receive your Personal Information from various sources, this personal information we process is provided to us directly by you for one of the following reasons:

- When you voluntarily provide us your personal details in order to register on our Site
- When you use or access our Site in connection with your use of our services
- From third party providers, services and public registers (for example, traffic analytics vendors)
- From call tracking providers (recorded calls) via Media Hawk or Call Tracking Metrics (CTM)

### **Why We Collect Personal Information**

We use the information that you have given us in order to provide our services to you the 'data subject' as follows:

- To arrange, schedule, and deliver locksmith services including lock repairs, replacements, key cutting or security hardware installations.
- To prepare quotations, invoices, job reports, and compliance certificates or service logs.
- To comply with relevant regulatory or insurance requirements relating to security, locksmith licensing or installation standards.
- To maintain records of service history, security system installations, key registrations and warranty information.
- To communicate with you regarding job progress, emergency call-outs or follow-up visits.
- To process payments and manage accounts and accounting records.
- To respond to your enquiries, provide customer support, or manage complaints.
- To send you updates or promotional offers where consent has been provided.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- We have a contractual obligation
- We have a legal obligation
- We have a vital interest
- We need it to perform a public task
- We have a legitimate interest
- Consent

### **How We Process Your Information**

We process the information collected for the following purposes:

- **Providing Services:** To provide services and communicate with you about your requests
- **Improving Our Services:** To analyse usage data and improve the range and quality of our services and our website
- **Marketing:** We may send you promotional materials, offers and updates about our services

### **Data Security**

We take reasonable and responsible measures to protect your personal information from unauthorized access, disclosure, or alteration. However, please be aware that any method of transmission over the internet or electronic storage is not entirely secure.

### **Data Retention**

We will retain your personal information for 6 years to provide our services, and as necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

- **Job sheets, key registration and service logs:** retained for **6 years** for audit, warranty, and record-keeping purposes.

We will then dispose your information by **securely shredding physical documents** and **permanently deleting electronic files** in line with data protection best practices.

Under applicable regulations, we will keep records containing client personal data, account opening documents, communications, and anything else as required by applicable laws and regulations.

### **How we store your personal information**

- Your information is securely stored in a **filing cabinet located in a locked office**, with access restricted to authorised personnel.
- Electronic records are stored on **password-protected and encrypted systems**, backed up via reputable UK-based cloud or secure server providers that comply with GDPR.

### **Sharing Your Information**

We do not sell, trade, or rent your personal information to third parties. We may share your information with our trusted service providers who assist us in delivering our services, however they have an obligation to always maintain the confidentiality of your information.

We may share this information with:

- Payment processors or accounting software providers.
- Website hosting and IT support providers.
- Supplier or installers of security hardware or locksmith subcontractors.
- Call tracking / analytics services if used.

Why we may share this information:

- To process bookings, payments or invoices.
- To coordinate installations or emergency call-outs.
- To comply with registration, insurance or regulatory requirements.
- To respond to lawful requests by authorities or insurers.

### **Your Choices**

You can opt out of receiving marketing communications from us at any time by following the unsubscribe instructions provided in our emails.

### **Your Data Protection Rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

**87A Long Lane  
Ickenham,  
Uxbridge,  
Middlesex,  
UB10 8QS**

### **Changes to this Policy**

We may update this Privacy Policy from time to time. Please check this page periodically for any changes. Your continued use of our services after any modifications indicates your acceptance of the updated policy.

### **Contact Us**

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

Open In Security Services

Office: **01895 636833**

Mobile: **07904 594452**

### **Complaints**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Open In Security Services

Office: **01895 636833**

Mobile: **07904 594452**

If you are unhappy with how we have used your data or responded to your query, you can also complain to the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>