



BCMR

Fire & Security

BCMR FIRE & SECURITY

PRIVACY POLICY

Authorised By: **Benjamin Reid**

Signature:

Position: **Owner**

Date: **07/05/2026**

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CHANGE HISTORY

| Version | Date | Author | Change Detail |
|---------|----------------|--------|---|
| 1.0 | September 2025 | B Reid | Privacy Policy Created |
| 1.0 | September 2025 | B Reid | Policy Published |
| 1.1 | May 2026 | B Reid | Updated contact phone number on front cover |



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1. Who We Are

BCMR Fire & Security is a sole trader business providing fire safety, security, and smart integration solutions across South Yorkshire and the East Midlands. We are the data controller of the personal information you provide to us.

- Business Name: BCMR Fire & Security
- Owner: Benjamin Reid (Sole Trader)
- Email: enquiries@bcmrfiresecurity.services
- Telephone: 01777 809839
- Registered Address: 17 Thynne Close, Retford, Nottinghamshire, England, DN22 8FW

2. Information We Collect

We may collect and process the following types of personal information:

- Contact Information: Name, address, phone number, email address.
- Account Information: Billing details, payment information, customer references.
- Service Information: Site addresses, system specifications, security codes, alarm monitoring details.
- Technical Information: IP address, browser type, cookies, and website usage statistics.
- Communications: Emails, call recordings, messages, and enquiries submitted to us.
- System Data: Alarm and CCTV configuration details, service logs, and monitoring settings.

3. How We Collect Information

We collect information directly from you when you:

- Enquire about our products or services.
- Place an order or sign a service agreement.
- Contact us via phone, email, social media, or our website.
- Use monitoring or maintenance services provided by us or through our third-party partners.
- We may also receive information indirectly through:

- Third-party monitoring centres (e.g., ARC providers).
- Installations where we work alongside contractors or suppliers.
- Publicly available sources or referrals.

4. How We Use Your Information

We use your personal data for the following purposes:

- To provide our fire & security services, including installation, monitoring, and maintenance.
- To process quotations, invoices, and payments.
- To communicate with you about your systems, service updates, or enquiries.
- To comply with legal and regulatory requirements.
- To improve our services, marketing, and customer support.
- For training, quality assurance, and record keeping (including call recordings).

5. Lawful Basis for Processing

We process your data under the following legal grounds:

- **Contract:** To fulfil a contract or agreement with you.
- **Legal Obligation:** To comply with UK law and industry regulations.
- **Legitimate Interest:** To manage and develop our business operations.
- **Consent:** When you opt in to marketing communications.

6. Sharing Your Information

We do not sell your personal data. However, we may share information with trusted third parties, including:

- Alarm Receiving Centres (ARCs) and monitoring partners.
- Emergency services and nominated keyholders in the event of an alarm activation.
- Approved suppliers and subcontractors for installations or maintenance.
- IT service providers and software systems (e.g., Tradify, Xero).
- Cloud service providers (e.g., Ajax Systems, Texecom, Pyronix) for remote app access.
- Legal or regulatory bodies where required by law.

- All third parties are required to respect your privacy and only process your data for specified purposes.

7. CCTV & Video Surveillance Data

CCTV recordings remain the property of the system owner. BCMR Fire & Security may access footage only when required to test, service, or diagnose system issues, and always with the customer's consent unless required by law.

8. Children's Data

We do not intentionally collect or store data relating to children. In cases where children's images may appear on CCTV systems installed at schools or residential premises, BCMR Fire & Security ensures that such data is handled securely and only under contractual obligations with the system owner.

9. International Data Transfers

Some of our service providers (e.g., cloud storage, accounting software, or app-based alarm systems) may transfer data outside the UK or European Economic Area (EEA). Where this occurs, we ensure that appropriate safeguards are in place, such as Standard Contractual Clauses or equivalent legal protections.

10. Data Retention

We will retain your personal information for as long as necessary to:

- Provide our services and fulfil our contractual obligations.
- Meet legal, tax, and regulatory requirements.
- Resolve disputes and enforce agreements.

After this period, your data will be securely deleted or anonymised.

11. Security of Your Information

- We take appropriate technical and organisational measures to protect your data, including:
 - Secure cloud storage and password-protected systems.

- Multi-factor authentication (MFA) on business accounts.
- Encrypted communications where appropriate.
- Restricted access to sensitive customer data.

12. Call Recordings

All calls to BCMR Fire & Security may be recorded for training, quality, and evidential purposes. Call recordings are stored securely and retained only for as long as necessary before being deleted or anonymised.

13. Your Rights

Under UK GDPR, you have the following rights:

- Access: Request a copy of the data we hold about you.
- Rectification: Correct inaccurate or incomplete data.
- Erasure: Request deletion of your data, where applicable.
- Restriction: Limit how we process your data.
- Portability: Request transfer of your data to another provider.
- Objection: Object to processing based on legitimate interests.
- Withdraw Consent: Withdraw marketing consent at any time.

To exercise your rights, please contact us at enquiries@bcmrfiresecurity.services

14. Cookies & Website Usage

Our website may use cookies to enhance your browsing experience, track usage, and improve functionality. You can manage or disable cookies in your browser settings.

15. Marketing Communications

We may send you updates about our products and services if you have opted in. You can unsubscribe at any time by clicking the link in our emails or contacting us directly.

16. Data Breach Procedure

In the unlikely event of a personal data breach, we will notify the Information Commissioner's Office (ICO) within 72 hours, where legally required, and inform any affected individuals without undue delay.

17. Complaints

If you have concerns about how we handle your data, please contact us. You also have the right to complain to the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Telephone: 0303 123 1113

18. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated date.



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