

Urmet UK Ltd Privacy Policy - January 2020

1. Scope

This privacy policy explains how we (Urmet Communication and Security UK Ltd) use any personal information we collect about you. We hold personal data about our customers, employees and suppliers (known as “data subjects”) for a variety of business purposes and this falls within the scope of this policy and the requirements of the General Data Protection Regulation 2016 (‘GDPR’) effective from 25th May 2018.

2. Responsibilities

2.1 The company’s board of directors and staff are fully committed to ensuring full compliance to this regulation.

2.2 The Data Protection Manager is responsible for ensuring that this privacy policy is delivered to the highest possible standard. Any questions, queries and complaints should be sent to the Data Protection Manager using the contact details provided below.

3. Privacy Policy

3.1 Who are we?

Urmet Communication and Security UK Ltd supply market leading Video Entry and Access Control solutions on our 2 Wire & IP product lines. Combining exceptional customer service with high quality products and reliability, Urmet Communication and Security UK Ltd are one of the UK’s leading door entry and access control system suppliers and have a strong, long-standing reputation within the UK residential sector. Urmet Communication and Security UK Ltd is a majority owned subsidiary of the Urmet Group.

3.2 Our Compliance Strategy

As a company, our compliance strategy for this regulation is achieved through a combination of Business Measures and Product Compliance:

Business Measures

We ensure that we have the necessary organisational and technological measures in place to deliver compliance:

- All our business processes are routinely audited to ensure they work to the highest possible standard.
- Before introducing any new processes, we will ensure measures are in place to fully protect any personal information processing and storage required. This will include using our IT infrastructure to achieve the highest level of data security.

Product Compliance

Our access control products provide features necessary for our customers to achieve compliance:

- Our systems are protected with password protection and operator rights, limiting the access to the data within the system. For the benefit of increased security, the systems can be set to automatically log out an operator if the system is inactive for an extended period.
- You can set the system to report on information held for an individual, as well as permanently delete a user and all associated information if requested.
- User activity in the system, in the form of events, can be deleted manually at any given point or a set timescale (i.e. 30 days) automatically.
- Data security is achieved within the systems by the use of best practice methods and database structure.
- We have made sure that our products will provide the tools required to allow compliance if used correctly, however, Urmet Communication and Security UK Ltd is not responsible for a user's compliance with GDPR and do not offer advice on how to be compliant.

3.3 What information do we collect about you?

For customers we collect information about you when you place an order or request a quote for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback, complete a Goods Returns Number form and participate in competitions. Website usage information is collected using cookies. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, in a few cases some of our website features may not function as a result.

3.4 How will we use the information about you?

At Urmet Communication and Security UK Ltd, we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services (like Support and Training) you have requested from us. This information will not be shared with any third-party.

3.5 Legitimate Interest

We only contact Customers about our products and services providing they have a legitimate interest in the updates we are giving them. If you do not wish to receive these communications, you may opt out at any time by contacting us. In every email communication, the opportunity to opt out of receiving further communications is provided.

3.6 Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please contact us with using the details below. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

3.7 Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated on **6th January 2020**.

3.8 How to contact us

By post: Manji Gami, Data Protection Manager, Urmet UK Ltd, 490 Urban Hive, Skyline 120, Avenue West, Great Notley, Essex, CM77 7AA, UK

By email: marketing@urmet.co.uk