

Pyrotec Privacy Policy

We are committed to protecting your personal information and being transparent about what we do with it, no matter how you interact with us. That's whether you want to work for us, buy our services and products, want information, training or want to learn more about what we do.

We won't do anything with your information you wouldn't reasonably expect.

Processing of your personal information is carried out by or on behalf of Pyrotec Services Limited registered under company number 01416087 at Avalon House, Marcham Road, Abingdon OX14 1TZ, United Kingdom and its group companies.

This notice, together with our [website terms and conditions](#) and our [cookies policy](#) tells you about how we collect, use and protect your personal information.

If you have any queries about our Privacy Notice, please get in touch with our team:

E-mail	mail@pyrotec-systems.co.uk
Phone	01235 524469
Post	Pyrotec Services Limited, Avalon House, Marcham Road, Abingdon OX14 1TZ, United Kingdom

How and when we collect information about you

When you directly give us information:

We may collect and store information about you when you interact with us. For example, this could be when you:

- submit an enquiry about the services and products we offer
- arrange key holder and points of contact for fire and security emergencies
- register for or use our products services (i.e. our customer portal)
- give us feedback
- make a complaint
- apply for a job
- enter into a contract with us

When you indirectly give us information:

We may obtain information about your visit to our site, for example the pages you visit and how you navigate the site, by using cookies. Please visit our [cookies policy](#) for information on this.

What information we might collect:

When you engage with us via our website, we may collect information about you (referred to in this Privacy Notice as 'personal information'). This can consist of your name, email address, work postal address, telephone number or mobile number, as well as information collected about your use of our websites (this could include your IP address).

As we are a business-to-business enterprise we will not knowingly record your home address or home phone number. We will also not knowingly record special categories of personal data: racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data or

biometric data. Additionally, due to the nature of our business we only deal with adults. Please do not supply personal information if you are under 18 years of age.

We may enable you to sign-in via a third-party service, such as a social media provider like Facebook or Twitter. If you choose to sign-in via a third-party application, you will be presented with a dialog box which will ask your permission to allow us to access your personal information (e.g. your full name, date of birth, email address and any other information you have made publicly accessible).

How and why we use your information

We will use your information for the following purposes:

- Responding to an enquiry: If you contact us with a query, we may use your personal information to provide you with a response.
- Monitoring and Evaluating: We may use your information to improve current and future delivery of our products and services.
- Administration: We may use your personal information to record and deal with your orders and service requirements deal with a complaint, record a request not to receive further website updates, and for other essential internal record keeping purposes.
- Legal, regulatory and tax compliance: Where required we are subject to a legal obligation, we may process your personal information to fulfil that obligation.

Who do we share your information with?

We will only use your information for the purposes for which it was obtained. We will not, under any circumstances, sell or share your personal information with any third party for their own purposes, and you will not be contacted by any other organisations because of giving your details to us.

We will only share your data if we are specifically required to do so by law.

How we protect your information

We use technical and corporate organisational safeguards to ensure that your personal information is secure. We limit access to information on a need-to-know basis and take appropriate measures to ensure that our people are aware that such information is only used in accordance with this Privacy Notice.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff.

However, please be aware that there are always inherent risks in sending information by public networks or using public computers and we cannot 100% guarantee the security of data (including personal information) disclosed or transmitted over public networks.

How long will we keep your information?

If you become a customer, we will keep and use your information for two years from your last spend with us or one year after your last interaction, whichever is longer.

We will keep your personal information in respect of financial transactions for as long as the law requires us to for tax or accounting purposes (which may be up to six years after a particular transaction).

However, you are in control, you can opt out at any time - either by clicking the link included in every email we send or by emailing us at mail@pyrotec-systems.co.uk

In respect of other personal information, we will retain it for no longer than necessary for the purposes for which it was collected, considering guidance issued by the Information Commissioner's Office.

International transfers of information

Whilst we do not currently do so, we may, on occasion decide to use the services of an individual or organisation outside the European Economic Area (EEA), which means that your personal information is transferred, processed and stored outside the EEA. You should be aware that, in general, legal protection for personal information in countries outside the EEA may not be equivalent to the level of protection provided in the EEA.

However, we take steps to put in place suitable safeguards to protect your personal information when processed by an individual or organisation outside of the EEA

Your rights to your personal information

Data protection legislation gives you the right to request access to personal information about you which is processed by Pyrotec and to have any inaccuracies corrected.

You also have the right to ask us to erase your personal information, ask us to restrict our processing of your personal information or to object to our processing of your personal information.

If you wish to exercise these rights, please contact us via the [contact form](#) on our website, or e-mail us at mail@pyrotec-systems.co.uk and we will remove your personal data from all of our systems.

How to make a complaint or raise a concern

If you would like more information, or have any questions about this policy, to make a formal complaint about our approach to data protection or raise privacy concerns please [contact us](#).

If you are not happy with the response you receive, then you can raise your concern with the relevant statutory body:

Information Commissioner's Office:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Alternatively, you can [visit their website](#).

Changes to our Privacy Notice

Our Privacy Notice may change from time to time, so please check this page occasionally to see if we have included any updates or changes, and that you are happy with them.

(Last reviewed: 5th September 2023)

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