

Entryphone Co Ltd - Privacy Policy

This Policy sets out how The Entryphone Co Ltd uses and protects any information that you give us.

We are committed to ensuring that your privacy is protected.

Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this policy.

Please contact us immediately with any privacy questions or concerns you might have or to see the personal information you have given us and request correction or deletion.

Please contact the Entryphone Data Controller using any of the following details:

[The Entryphone Co Ltd](#)

[23 Granville Road, London, SW18 5SD](#)

www.entryphone.co.uk

[+44\(0\)20 8870 8635](tel:+44(0)2088708635)

enquiries@entryphone.co.uk

If you are still unhappy with any of our responses you can contact the ICO direct at ico.org.co.uk as they are our Supervisory Authority.

What we collect

We may collect the following information:

- name and address
- contact information including email address
- demographic information such as postcode, preferences and interests
- details of products and services we provide to you
- other information relevant to you as a customer or contract holder
- fob access information including dates and times
- CCTV images

What we do with the information we gather and why

We keep this information to understand your needs and provide you with a better service and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about products, special offers or other information which we think you may find interesting using the data which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, managerial procedures and encryption to safeguard and secure the information we collect.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your express permission or are required by law to do so. We WILL NOT use your personal information to send you promotional information about third parties.

Who may we share your information with?

We will only share your business details with legal entities if required so to do.

Legitimate interests

Entryphone relies on legitimate interests for most of the ways in which it uses your information.

This means that the Company uses your personal data in accordance with the legitimate interests of the Company, or others, so long as these are not outweighed by the impact on you and does not involve special or sensitive types of data.

Specifically, Entryphone has a legitimate interest in:

- Maintaining relationships with its customers, including direct marketing.
- Publicising and promoting the company in effective ways utilising all appropriate communications channels, using photographs, videos and images in our publicity and on our social media platforms and website.
- Ensuring that all relevant legal obligations of the Company are complied with including Health and Safety of our products.

- Legal obligation Entryphone might need to use your information in order to comply with a legal obligation, for example in line with the Proceeds of Crime Act 2002.
- **Necessary for a contract**
We will need to use your information in order to perform our obligations under a contract with you.

How long we keep your information

In all cases, Entryphone will retain personal data securely and only in line with how long it is necessary to keep for a legitimate reason

Your individual rights

You have several rights in relation to how The Entryphone Co Ltd uses your information, they are:

- **Right to be Informed**

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with- we do this in our Privacy Policy and Privacy notices.

- **Right of access**

You may request details of personal information which we hold about you under this Data Protection Act which you are entitled to. A fee will be payable only if this information is deemed excessive. We are required to respond to your request within one month of receipt unless your case is deemed sufficiently complex or you send us numerous requests, whereby in such cases we will be required to provide you with a response within two months of receipt.

If you would like a copy of the information held on you please write to:

The Data Protection Officer, The Entryphone Co Ltd, 23 Granville Road, London, SW18 5SD or you may email your request to enquiries@entryphone.co.uk

- **Right to request that your personal information be rectified**

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

- **Right to request erasure**

You can ask for your information to be deleted or removed if there is not a compelling reason for The Entryphone Co Ltd to hold it.

- **Rights relating to automatic decision making, monitoring and profiling**

We may record telephone conversations for quality management purposes only, these are automatically deleted after three months but you can request this deletion sooner.

How we use cookies

Cookies provide a method of storing/retrieving text files on your PC in order to keep details about the use of a web site. Entryphone.co.uk uses cookies to record statistics about how the web site is used (using Google analytics) and to enable us to manage those users who need to login to use the site. The cookies used on our web site are not used for any other purpose such as providing information to advertisers.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Fob Access Information

Where we supply to thirds parties and/or supply and fit Fob Access systems (including Entryphone PinNet and other third party equipment) the following information may be kept by us and may be accessible by our customers who have a joint GDPR responsibility:

- Name or other details that can identify the holder of any particular fob
- Date and time that the fob was used. This data is kept for 6 months or longer if required by legal or regulatory bodies
- Administration logs. This data is kept for one year after the administration contract has expired
- List of fobs. This data is kept for one year after the administration contract has expired