



## Privacy Notice – full version

This privacy notice is provided by Theridion Limited (“we”, “us”, “our” or “Theridion” elsewhere in this document). We are registered in Wales; our company registration number is 8661498 and our registered address is 260-270 Great Marlings Butterfield Business Park, Luton LU2 8DL. We also have business premises at Cullen House, Broad Street, Montgomery, Powys SY15 6PH. Our telephone number is 0843 122 7170 and our email address is [support@theridion.com](mailto:support@theridion.com). The data protection officer is Peter Williams. Theridion is registered with the Information Commissioner’s Office (registration number A8704252).

Theridion provides safety and security services to businesses, corporate bodies, charities and other organisations. This policy relates to our commercial relationship with our customers, prospective customers, partners, suppliers, service providers and others with whom we work. In this document, all these are referred to as “you” or “your”.

We are committed to safeguarding your privacy. This policy - together with other company policies and codes of practice - sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Theridion is a “data controller” which means that we are responsible for deciding how we hold and use personal information about you. We are required - under current data protection legislation - to notify you of the information covered by this privacy notice. It is important that you read this notice so that you are aware of how and why we are using such information.

### What information do we collect?

We collect your personal data because it is necessary in relation to entering into a contract with you and/or carrying out contracted services for you. We may collect, store and use the following kinds of data about you:

- **Information you give us:** This is information about you that you give us by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you first become a customer or supplier, renew your contract, update your details, report an issue with our services, subscribe to our mailing list, engage with social media activity, raise a query, complete a survey, subscribe to email notifications or newsletters and when you report a problem with our site or our services. The information you give us may include your name, address, employer, role, e-mail address, phone number, IP address, social media identifier, financial information and personal description.
- **Information we collect about you:** Through the nature of the services we provide to you, we may collect and process limited information about you, your staff, customers or visitors such as images taken from CCTV systems which you control. With regard to each of your visits to our website, we will automatically collect the following information: your IP address, geographical location, browser type, referral source, length of visit, number of page views.
- **Information we receive from other sources:** We may receive your information when we work with third parties including business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers and credit reference agencies, for example.



We do not collect any sensitive personal data about you, your staff, customers or visitors such as information about race, gender, political opinions or religious beliefs. In addition, we do not knowingly collect personal data from - or direct our content towards - those under the age of 16.

### **CCTV for crime prevention and/or staff monitoring**

Theridion provides business-to-business services including remote video (CCTV) which is used for maintaining the security of property and premises and for preventing and investigating crime. It may also be used to monitor staff when carrying out work duties. For these reasons, the information processed may include visual images, personal appearance and behaviours. This information may be about staff, customers and clients, visitors, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where necessary or required, this information is shared with you, the data subjects themselves, employees and agents, services providers, police forces, security organisations and persons making an enquiry.

### **How do we use your personal data?**

Personal data submitted to Theridion will be used for the purposes specified in this privacy policy. We may use your personal data to:

- administer our website and other marketing and communications channels
- carry on our business and promote our products and services
- carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us
- provide you with information about other goods and services that we offer, which are similar to those that you have already enquired about
- send statements and invoices to you and collect payments from you
- comply with our statutory and regulatory obligations
- deal with enquiries and complaints made by or about you

You can withdraw your consent to any marketing communications, at any time, simply by emailing [support@Theridion.com](mailto:support@Theridion.com)

### **Disclosing your personal data to others**

We will not share your personal data with others, unless:

- we are under a duty to disclose or share your personal details in order to comply with any legal obligation.
- our business enters into a joint venture with, or is sold to or merged with, another business. We may then share your personal details with our new business partners or owners.
- we use third parties to carry out business activities and they require your personal details to do so.
- you have agreed to it being shared with third parties for relevant marketing activity.

Where relevant, we will require that third parties follow our data protection and privacy policies and we will require that such third parties do not use your personal details for their own business purposes, without your prior consent.

### **Where we store your personal data**

We store all of your personal details on a secure server, within the European Economic Area. We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Where we have given you - or where you have chosen - a password that



enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website. As such, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Marketing**

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data and you can also exercise the right - at any time - by clicking the "unsubscribe" option on our newsletters or by contacting us at [support@theridion.com](mailto:support@theridion.com)

### **Cookies on our website**

Cookies are text files, placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track your use of a website and to compile statistical reports on website activity. You can set your browser not to accept cookies and you can remove cookies from your browser. However, in a few cases, some elements of our site may not function if you do not permit cookies from your browser(s).

We automatically collect and store the following information about your visit to our website:

- the internet domain and IP address from where you access our site.
- the type of browser software and operating system used to access our site.
- the date and time that you access our site.
- the pages you enter, visit and exit from our site.
- if you linked to our site from another site, the address of that site.

We only use this information to ensure that our site stays compatible with a selection of browsers and systems and to ensure that our site appeals to a wide audience. We may also use the information to follow up enquiries and to improve our marketing.

### **How long do we keep your personal data for?**

We only keep your personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data - and whether we can achieve those purposes through other means - and the applicable legal requirements.

### **How secure is your data?**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.



## **Your rights**

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please email us at [support@theridion.com](mailto:support@theridion.com)

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

## **Your right to complain**

If you have any problems with the way that we are handling your personal data, you should contact us first. If your concerns are not adequately addressed, you may contact the Information Commissioner's Officer (ICO). The ICO can be contacted by telephone on 0303 123 113 - Monday to Friday, between 9am and 5pm - or by email at [casework@ico.org.uk](mailto:casework@ico.org.uk). You can also visit the ICO's website <https://ico.org.uk/>.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and any updates are posted on our website. This privacy policy was last updated on 20 March 2020