

# A&A Response Security

## Privacy Policy

April 6, 2025

### 1 Introduction

A&A Response Security (“we”, “our”, “us”, “the Company”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable UK data protection laws.

This policy applies to information we collect about:

- Clients and potential clients
- Individuals at events, venues, and premises where we provide security services
- Employees and job applicants
- Visitors to our website
- Suppliers and business partners

### 2 Information We Collect

#### 2.1 Client Information

We may collect and process the following information about our clients:

- Contact details (name, address, email, telephone number)
- Business information (company name, position, business address)
- Contract and service details
- Payment and financial information
- Correspondence records

## 2.2 Event Attendees and Venue Visitors

When providing security services at events, clubs, pubs, stadiums, and other venues, we may collect:

- CCTV footage
- Entry and exit records
- Incident reports
- Identity verification information
- Information related to security concerns or incidents

## 2.3 Employees and Job Applicants

For our employees and job applicants, we collect:

- Personal and contact details
- Right to work documentation
- Security Industry Authority (SIA) licence information
- Employment history and qualifications
- References and background check information
- Payroll and tax information
- Performance records
- Training records

## 2.4 Website Visitors

For visitors to our website, we may collect:

- IP addresses
- Browser type and version
- Operating system
- Referral source
- Length of visit and page views
- Navigation paths
- Information provided when completing forms on our website

## 3 How We Use Your Information

We use your personal information for the following purposes:

### **3.1 To Provide Our Services**

- Fulfilling our contractual obligations
- Managing security at venues and events
- Responding to security incidents
- Maintaining security records
- Communicating with clients about our services

### **3.2 Business Operations**

- Managing our relationship with clients and suppliers
- Processing payments and maintaining accounts
- Staff recruitment, training, and management
- Complying with legal and regulatory obligations
- Improving our services

### **3.3 Legal Basis for Processing**

We process your personal information on the following legal bases:

- Contract: Processing necessary for the performance of a contract
- Legal obligation: Processing necessary for compliance with legal obligations
- Legitimate interests: Processing necessary for our legitimate business interests
- Consent: Processing based on specific consent (where applicable)

## **4 Data Sharing and Disclosure**

We may share your personal information with:

### **4.1 Third-Party Service Providers**

- IT and system administration service providers
- Payment processors
- Professional advisers (lawyers, accountants, auditors)
- Background check providers (for employment purposes)

### **4.2 Law Enforcement and Regulatory Bodies**

- Police and law enforcement agencies
- Security Industry Authority (SIA)
- Other regulatory bodies as required by law

### 4.3 Business Transfers

If we sell or transfer parts of our business or assets, your personal information may be transferred to a third party. We will require that the new owner uses personal data in the same way as set out in this policy.

## 5 Data Security

We have implemented appropriate security measures to prevent your personal information from being accidentally lost, used, altered, disclosed, or accessed in an unauthorised way. We limit access to your personal information to those employees, agents, contractors, and other third parties who have a business need to know.

## 6 Data Retention

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

Specific retention periods:

- CCTV footage: Up to 30 days unless required for incident investigation
- Employment records: 6 years after employment ends
- Client contracts: 6 years after the end of the contract
- Incident reports: 3 years from the date of the incident

## 7 Your Legal Rights

Under UK data protection laws, you have the following rights:

- The right to access your personal information
- The right to rectification of inaccurate information
- The right to erasure (in certain circumstances)
- The right to restrict processing
- The right to data portability
- The right to object to processing
- Rights relating to automated decision-making and profiling

To exercise any of these rights, please contact us using the details provided below.

## 8 Children's Privacy

Our services are not intended for children under 18 years of age. We do not knowingly collect personal information from children under 18. If we become aware that we have collected personal information from a child under 18, we will take steps to delete that information.

## 9 Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and where appropriate, notified to you by email.

## 10 Cookies

Our website uses cookies to distinguish you from other users. This helps us provide you with a good experience when browsing our website and allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them, see our Cookie Policy.

## 11 Contact Information

If you have any questions about this Privacy Policy or our data practices, please contact us at:

### **A&A Response Security**

[Address]

[Phone Number]

[Email]

### 11.1 Data Protection Officer

Our Data Protection Officer can be contacted at:

[DPO Email]

### 11.2 Complaints

If you have concerns about our use of your personal information, you can make a complaint to us using the contact details above. You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

## 12 Effective Date

This Privacy Policy is effective as of [Date].