Privacy Policy

Effective Date: 16 August 2024

SecureGuard Services Group Limited ("we", "our", or "us") is committed to protecting the privacy and personal data of all visitors to our website, clients, employees, and other stakeholders. This Privacy Policy outlines how we collect, use, store, and protect your information in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Who We Are

SecureGuard Services Group Limited
Website: https://secureguard-group.co.uk
Registered in United Kingdom
Company Number: SC819706
Email: info@secureguardservices.co.uk
Phone: 03455 481314

2. What Data We Collect

We may collect the following types of personal data:

- **Personal identification information**: name, address, email address, phone number
- **Employment information**: CVs, qualifications, SIA license details (for job applicants)
- **Website usage data**: IP address, browser type, operating system, referring URLs, and interactions with our website
- **Client data**: contact details, service preferences, site locations, and payment details (as applicable)

We do **not** collect sensitive personal data unless explicitly provided and necessary for a specific service.

3. How We Collect Data

We collect data in the following ways:

- When you fill in a form on our website
- When you contact us by email or phone
- When you apply for a job or submit a CV
- Through cookies and analytics tools
- When you engage us for our security services

4. Why We Collect Your Data

We collect and process your personal data to:

- Provide you with our security and protection services
- Communicate with you about services, contracts, or job applications
- Improve our website and user experience
- Comply with legal and regulatory requirements
- Respond to enquiries or job applications
- Process invoices and payments

5. Legal Basis for Processing

We process personal data based on one or more of the following legal grounds:

- **Consent** – where you have given us clear permission
- **Contractual necessity** – where processing is required for a contract
- **Legal obligation** – to comply with the law
- **Legitimate interests** – for operational and service improvements

6. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including legal, regulatory, tax, accounting, or reporting requirements. When your data is no longer needed, it will be securely deleted or anonymized.

7. Sharing Your Data

We do **not sell or rent your personal data**. We may share it with:

- Our internal staff and contractors (on a need-to-know basis)
- Third-party service providers (e.g., IT, payroll, CRM systems)
- Government authorities or law enforcement where legally required
- Clients, where required for service delivery (e.g., on-site personnel details)

All third-party partners are required to maintain data protection standards.

8. Your Data Protection Rights

You have the following rights under UK GDPR:

- Right to access your personal data
- Right to rectification of inaccurate or incomplete data
- Right to erasure ("right to be forgotten")
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent at any time (where applicable)
- Right to lodge a complaint with the **Information Commissioner's Office (ICO)**

You can contact us at any time to exercise these rights: info@secureguardservices.co.uk.

9. Cookies & Tracking Technologies

Our website uses cookies and similar technologies to enhance functionality, analyse usage, and deliver relevant content. You will be prompted to accept cookies upon visiting our website. You can manage or disable cookies via your browser settings.

For more information, see our **Cookie Policy**.

10. Security Measures

We take data protection seriously and implement appropriate technical and organisational measures to protect personal data from unauthorised access, alteration, disclosure, or destruction. These include encryption, secure storage, access controls, and regular audits.

11. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices or content of third-party sites. We recommend you review their privacy policies before providing any personal data.

12. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our practices. The most recent version will always be available on our website.

13. Contact Us

For questions about this Privacy Policy or to exercise your rights, please contact:

Data Protection Officer
SecureGuard Services Group Limited
Email: info@secureguardservices.co.uk
Phone: 03455 481314
Website: https://secureguard-group.co.uk