MAC PROTECTION SOLUTIONS

Privacy Policy

1. Who we are

MAC Protection Solutions Ltd ("MAC PS", "we", "us") is a physical security consultancy working across the UK and Ireland. We are registered in England and Wales, company number 17144470, with our registered office at 20-22 Wenlock Road, London, N1 7GU.

We are the data controller for the personal information described in this policy. Our ICO registration number is ZC213618.

If you have any questions about this policy or how we use your information, contact us:

- Email: office@macprotectionsolutions.com
- Phone: +44 20 3150 1345 (UK) or +353 1 576 3477 (Ireland)
- Post: 20-22 Wenlock Road, London, N1 7GU

2. Information we collect

We only collect information we need to run our business and respond to you.

- **When you contact us** by website form, email or phone: your name, organisation, job title, email address, phone number and anything you choose to tell us.
- **When you become a client:** business contact details for you and your colleagues, billing details, and the information needed to scope and deliver our services.
- **When you attend our training:** names, organisation and attendance records, so we can issue certificates and keep training records.
- **When you visit our website:** technical information such as your IP address, browser type, pages visited and time spent on the site, collected through cookies. See our Cookie Policy for details.

We do not knowingly collect information from children, and we do not ask for sensitive information (such as health data) through our website.

3. How and why we use it

Under UK and EU data protection law, we must have a lawful basis for using your information. We rely on:

- **Contract:** to deliver services you or your organisation have engaged us for, issue invoices and keep training records.
- **Legitimate interests:** to reply to enquiries, manage our business relationships, keep our website secure and improve our services. We only do this where it does not override your rights.
- **Legal obligation:** to keep financial records and comply with the law.

- **Consent:** for non-essential cookies and for marketing emails to individuals who have opted in. You can withdraw consent at any time.

We will never sell your personal information.

4. Who we share it with

We only share your information where needed, with:

- Service providers who support our business, such as our email and IT provider (Microsoft 365), website host and analytics provider. They may only use it on our instructions.
- Professional advisers such as our accountants, solicitors and insurers.
- Police, regulators or other authorities, where the law requires it.

5. Transfers outside the UK and EEA

Some of our service providers may store or process information outside the UK or European Economic Area. Where this happens, we make sure appropriate safeguards are in place, such as the UK International Data Transfer Agreement or the EU Standard Contractual Clauses.

6. How long we keep it

- **Enquiries that do not lead to work:** up to 2 years from our last contact.
- **Client and financial records:** 6 years after the end of the financial year the work took place in, as required for tax and legal purposes.
- **Training records:** for as long as needed to support your certification and refreshers, and no longer than 6 years.

After this, we securely delete or anonymise it.

7. Keeping it secure

We take the security of your information seriously. We use access controls, encrypted systems and secure storage, and only people who need your information can see it. Assessment findings and client site information are handled under strict confidentiality.

8. Your rights

You have the right to:

- Ask for a copy of the information we hold about you
- Ask us to correct anything that is wrong or incomplete
- Ask us to delete your information
- Ask us to limit how we use it, or object to us using it
- Ask us to transfer it to another organisation

- Withdraw consent at any time, where we rely on it

To use any of these rights, email office@macprotectionsolutions.com. We will respond within one month. There is normally no charge.

9. Complaints

If you are unhappy with how we have handled your information, please contact us first so we can put it right. You also have the right to complain to a supervisory authority:

- **UK:** Information Commissioner's Office (ICO), ico.org.uk, 0303 123 1113
- **Ireland:** Data Protection Commission (DPC), dataprotection.ie

10. Changes to this policy

We may update this policy from time to time. The latest version will always be on this page, with the date it was last updated.