



Privacy Policy

Argyll Fire Services Ltd

1. Introduction

Argyll Fire Services Ltd is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use and protect your personal data when you visit our website or use our services.

Argyll Fire Services Ltd is a company registered in Scotland (Company No. SC871683) with its registered office at:

Unit 14 Sandbank Business Park
Highland Avenue
Dunoon
PA23 8PB
United Kingdom

For the purposes of data protection law, Argyll Fire Services Ltd is the data controller.

This policy is issued in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

2. Information We Collect

We may collect and process the following types of personal data:

Information you provide to us

- Name
- Business name
- Address
- Email address
- Telephone number
- Details of enquiries or service requests
- Information submitted through contact forms or our compliance portal

Information collected automatically

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device type
- Pages visited
- Date and time of visit
- Referring website

This data is used for website administration, security and statistical analysis.

3. How We Use Your Information

We use personal data to:

- Respond to enquiries
- Provide quotations and deliver services
- Manage service contracts and compliance records
- Issue invoices and manage accounts
- Improve our website and services
- Comply with legal and regulatory obligations

We will only process your personal data where we have a lawful basis to do so, including:

- Performance of a contract
 - Legitimate business interests
 - Compliance with legal obligations
 - Your consent, where required
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4. Marketing Communications

We do not sell, rent or trade customer data.

We may send service related communications where necessary to fulfil contractual obligations.

We will only send marketing communications where permitted by law. You may opt out at any time by contacting us.

5. Disclosure of Your Information

We may share personal data with trusted third parties where necessary to operate our business, including:

- IT service providers

- Accountants and professional advisers
- Payment processors
- Software providers supporting our compliance portal

All third parties are required to respect the security of your data and process it in accordance with the law.

We may disclose personal data where required by law or to protect our legal rights.

6. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting and regulatory requirements.

Service records relating to fire safety compliance may be retained in line with statutory limitation periods and industry practice.

7. Cookies

Our website uses cookies to improve functionality and user experience.

Cookies are small text files stored on your device. They help us:

- Analyse website traffic
- Improve performance
- Enhance user experience

You can control cookie settings through your browser. Disabling cookies may affect certain website functionality.

A separate Cookie Policy can be provided if required.

8. Data Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure or destruction.

Data is stored on secure systems with controlled access.

While we take reasonable steps to protect your information, no internet transmission can be guaranteed to be completely secure.

9. Your Rights

Under UK data protection law, you have the right to:

- Access your personal data

- Request correction of inaccurate data
- Request erasure in certain circumstances
- Restrict or object to processing
- Request transfer of your data
- Withdraw consent where processing is based on consent

To exercise your rights, contact us using the details below.

You also have the right to lodge a complaint with the Information Commissioner's Office:

www.ico.org.uk

10. Third Party Websites

Our website may contain links to third party websites. We are not responsible for the privacy practices or content of those sites.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Argyll Fire Services Ltd

Email: info@argyllfireservices.co.uk