

PRIVACY POLICY

Eurotech Fire Systems Limited

Last updated: May 2026

Eurotech Fire Systems Limited understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. About Us

Company Name:	Eurotech Fire Systems Limited
Registered Number:	07019670
Registered Address:	18/20 Stratfield Park, Elettra Avenue, Waterlooville, Hampshire, PO7 7XN
VAT Number:	GB 989775325
Data Protection Officer:	Michelle Agius
Email Address:	michelle.agius@eurotechfire.com
Telephone Number:	0203 141 0999
Postal Address:	18/20 Stratfield Park, Elettra Avenue, Waterlooville, Hampshire, PO7 7XN

2. What Does This Notice Cover?

This Privacy Notice explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the UK General Data Protection Regulation (“UK GDPR”) and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025 (“DUAA”), as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

In simpler terms, personal data is any information about you that enables you to be identified. This covers obvious information such as your name and contact details, but also less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we collect and use is set out in Part 5, below.

4. Your Rights

Under the UK GDPR and the Data Protection Act 2018 (as amended), you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more using the details in Part 11.

- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11.
- d) The right to erasure, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.
- i) The right to complain directly to us. If you believe we have not handled your personal data in accordance with UK data protection law, you have the right to complain to us directly. We will acknowledge your complaint within 30 days and respond without undue delay. Please use the contact details in Part 11. This right applies from 19 June 2026 under the Data (Use and Access) Act 2025.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office (ICO) or your local Citizens Advice Bureau.

You also have the right to lodge a complaint with the ICO if you are not satisfied with our response to a complaint made directly to us.

5. What Personal Data Do We Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name
- Date of birth
- Gender
- Address
- Email address
- Telephone number
- Business name
- Job title
- Profession
- Payment information
- Information about your preferences and interests
- System user codes and passwords

6. How Do We Use Your Personal Data?

Under the UK GDPR, we must always have a lawful basis for using personal data. The lawful bases we rely on, and the purposes for which we use your personal data, are set out below:

- Providing and managing your account — lawful basis: performance of a contract with you.
- Supplying our products and/or services to you — lawful basis: performance of a contract with you. Your personal details are required for us to enter into a contract with you.
- Personalising and tailoring our products and services for you — lawful basis: legitimate interests.
- Communicating with you, including responding to emails or calls from you — lawful basis: legitimate interests and/or performance of a contract.
- Sending you information by email that you have opted in to receive — lawful basis: consent. You may withdraw your consent or unsubscribe at any time.
- Marketing purposes, which may include contacting you by email, telephone and/or post with information, news, and offers on our products and/or services — lawful basis: consent and/or legitimate interests, where permitted by law. We will always work to fully protect your rights and comply with our obligations under the UK GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as amended). You will always have the opportunity to opt out.

We will not send you any unlawful marketing or spam. You will not be contacted for marketing purposes without your consent or a valid legitimate interest, and you may withdraw consent or opt out at any time.

7. How Long Do We Keep Your Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reasons for which it was first collected. Your personal data will be kept for the following periods:

- For a period of up to six years from the end of a project and/or maintenance agreement, unless a longer period is required by applicable law or regulatory obligation (for example, in connection with fire safety records, which may be subject to statutory retention requirements);
- For a period of 28 days from the date on which you advise us that you no longer wish for your personal data to be held by us, subject to any overriding legal obligation to retain it.

8. Where Do We Store Your Personal Data? International Transfers

We may store or transfer some or all of your personal data to countries outside the United Kingdom (“UK”) and/or outside the European Economic Area (the “EEA”, which comprises the 27 EU member states together with Norway, Iceland, and Liechtenstein). Such countries are referred to as “third countries”.

Where we transfer your personal data to a third country, we will only do so where one of the following applies:

- Adequacy regulations or decision: the destination country has been recognised by the UK Secretary of State (under UK GDPR) and/or the European Commission (under EU GDPR) as providing an adequate level of data protection. Transfers to such countries may proceed without additional safeguards.
- Appropriate safeguards: where no adequacy decision applies, we will protect your personal data by way of an appropriate safeguard, such as a UK International Data Transfer Agreement (IDTA), a UK Addendum to EU Standard Contractual Clauses, or EU Standard Contractual Clauses, as applicable.
- Specific derogation: in limited circumstances, we may rely on a specific derogation permitted under UK GDPR or EU GDPR (for example, where the transfer is necessary for the performance of a contract with you).

Please note that the UK and the EEA each treat the other as a third country for data transfer purposes. However, both the UK and the European Commission have granted each other adequacy status, meaning that personal data may currently flow freely between the UK and the EEA without additional safeguards. This position is subject to ongoing review.

9. Sharing Your Personal Data

We may sometimes share your personal data with trusted third parties in order to supply products and/or services to you on our behalf. These categories of third parties may include:

- System monitoring and maintenance providers
- Payment processing providers
- Delivery and logistics providers
- Marketing and communications providers

In some cases, those third parties may require access to some or all your personal data that we hold. We will only share your personal data with third parties where we are satisfied that they handle it safely, securely, and in accordance with your rights, our obligations, and their own legal obligations, as described in Part 8 above.

In some limited circumstances, we may be legally required to share certain personal data if we are involved in legal proceedings, or if we are required to do so by a court order, applicable law, or the instructions of a government or regulatory authority.

10. How Can You Access Your Personal Data?

You have the right to ask us for details of the personal data we hold about you and to receive a copy of it. This is known as a “subject access request” (SAR).

All subject access requests should be made in writing and sent to the email or postal address shown in Part 11. A Subject Access Request Form is available to assist you, though you are not required to use it.

There is not normally any charge for a subject access request. If your request is manifestly unfounded or excessive (for example, if you make repetitive requests), a reasonable fee may be charged to cover our administrative costs.

We will respond to your subject access request within one calendar month of receiving it. If we require clarification from you in order to respond, the time limit will be paused until we receive the information we need. In complex cases, the response period may be extended by up to two further months, and you will be kept fully informed of our progress.

Please note that our searches in response to subject access requests will be reasonable and proportionate, in accordance with the requirements of the Data (Use and Access) Act 2025.

11. How to Contact Us

To contact us about anything to do with your personal data and data protection, including to make a subject access request or a data protection complaint, please contact our Data Protection Officer using the following details:

For the attention of:	Michelle Agius
Email Address:	michelle.agius@eurotechfire.com
Telephone Number:	0203 141 0999
Postal Address:	18/20 Stratfield Park, Elettra Avenue, Waterlooville, Hampshire, PO7 7XN

12. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Any changes will be notified to you and published on our website.

Signed:



Date:

22nd May 2026