



Hound Security

Always on guard

1. Our commitment

Hound Security Limited is committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This policy explains how we collect, use, and protect your information.

Our legal basis for processing: Contract performance and legitimate business interests (as detailed in each section below).

Who This Policy Applies To

- All current, past, and prospective customers
- Website visitors and enquiry contacts
- Business partners and suppliers
- All employees and contractors handling personal data

Our Data Protection Principles

We process personal data in accordance with the following principles:

- Lawfully, fairly and transparently - We have valid reasons and are open about our processing
- Purpose limitation - We collect data for specific, legitimate purposes only
- Data minimization - We only collect what we actually need
- Accuracy - We keep data accurate and up to date
- Storage limitation - We don't keep data longer than necessary
- Security - We protect data with appropriate technical and organizational measures
- Accountability - We can demonstrate our compliance with these principles

Your Trust Matters

We understand that trust is earned through consistent, responsible actions. This policy reflects our commitment to being transparent about our data practices and respecting your privacy rights. If you have questions or concerns, we encourage you to contact us.

Non-compliance with this policy may result in regulatory action, fines, and disciplinary measures.

2. Key Definitions

Term	What it means
Personal Data	Any information that can identify you, directly or indirectly (name, email, phone, IP address, etc.)
Special Category Data	Sensitive personal data requiring extra protection (health, race, religion, political views, sexual orientation, biometric/genetic data)
Processing	Any action we take with your data (collecting, storing, using, sharing, deleting, transferring)
Data Subject	You - the person whose data we process
Data Controller	Us - Hound Security Limited, who decides how and why to process your data
Data Processor	Third parties who process data on our behalf under our instructions
Third Parties	External companies we work with who may process your data on our behalf
Lawful Basis	The legal reason that allows us to process your personal data
Consent	Your freely given, specific, informed agreement to processing your data
Data Breach	Unauthorized access, loss, destruction, or disclosure of personal data
Profiling	Automated processing to evaluate, analyze, or predict your behavior or characteristics
Pseudonymization	Processing data so you cannot be identified without additional information
Data Protection Impact Assessment (DPIA)	Assessment of risks to your privacy from our data processing activities

3. What Data We Collect

We only collect data necessary to provide our services:

Business Information	<ul style="list-style-type: none">• Contact name and job title• Company name• Business phone and email• Mobile number (when required)
Private/Individual Clients	<ul style="list-style-type: none">• Full name• Home address• Personal phone and email• Date of birth (for identity verification)• Emergency contact details (when applicable)
Additional Information (when applicable for all clients)	<ul style="list-style-type: none">• Delivery addresses• Government-issued ID numbers (for enhanced security services)• Property details (for security assessments)• Vehicle registration numbers (for access control)• Next of kin information (for emergency services)

How We Collect Data

- **Primary method:** Secure online forms
- **Alternative methods:** Phone, email, or in-person when necessary
- **Security assessments:** Site visits and consultations
- **We do not collect:** Sensitive personal data (health, religious beliefs, political opinions, etc.) unless specifically required for security services

Special Considerations for Private Clients

For residential security services, we may need additional information such as:

- Household composition (number of occupants, ages of children for safety protocols)
- Security system preferences and access codes
- Insurance details (when relevant to security coverage)
- Previous security incidents or concerns

4. How We Use Your Data

We process your data to:

- *Set up and manage your account*
- *Process orders and deliver services*
- *Communicate about your services*
- *Meet legal and contractual obligations*

Legal basis:

- **Contract performance:** To fulfill our service agreements with you
- **Legitimate interests:** To run our business effectively while respecting your rights
- **Legal obligations:** To comply with legal and regulatory requirements

Retention basis: We keep data only as long as necessary for the purposes collected, in line with our retention schedule available on request.

5. Sharing Your Data

When We Share

We may share your data with these categories of recipients:

- **IT service providers** (cloud hosting, software support)
- **Payment processors** (handling transactions)
- **Professional advisors** (legal, accounting, audit)
- **Delivery companies** (when shipping required)
- **Regulatory authorities** (when legally required)
- **Law enforcement** (when legally obligated)

We never sell or rent your data to marketing companies

How We Protect Shared Data

- All third parties sign data protection agreements
- They can only use your data for specified purposes
- They must delete data when no longer needed
- We require appropriate security measures

6. Your Rights

You have the right to:

Right	What you can do
Be Informed	Know how we use your data (this policy)
Access	Request a copy of data we hold about you
Rectify	Correct inaccurate or incomplete data
Erase	Request deletion when no longer needed
Restrict	Limit how we process your data
Portability	Transfer your data to another provider
Object	Stop processing for marketing or legitimate interests
Complain	Contact the ICO if you're unhappy

How to Exercise Your Rights

- **Email:** info@houndsecurity.co.uk
- **Post:** 142 High Street, Codicote, Hitchin, SG4 8UB
- **Phone:** 01462530566

Response time: We respond within one calendar month (extendable to three months for complex requests)

7. Data Retention

- **Active contracts:** Duration of contract plus industry-standard retention periods
- **Inactive accounts:** Reviewed annually and deleted when no longer needed
- **Legal requirements:** Some data must be kept for specific periods
- **Early deletion:** Available upon request where legally permissible

8. Data Security

We protect your data through:

- Technical safeguards (encryption, secure systems)
- Organizational measures (staff training, access controls)
- Regular security reviews and updates
- Incident response procedures

9. Contact & Marketing

Service Communications

We'll contact you about:

- Account administration
- Service delivery
- Important updates

Marketing

- We'll ask for separate consent for marketing
- You can opt out anytime
- We respect your communication preferences

10. International Transfers

If we transfer data outside the UK:

- We ensure adequate protection levels
- We use approved transfer mechanisms
- We'll inform you of any transfers

11. Data Subject Requests

What You Can Request

- Confirmation of data we hold
- Copy of your personal data
- Details of processing purposes
- Information about sharing and transfers
- Retention periods
- Your rights and how to exercise them

Identity Verification

For security, we may need:

- Photo ID (passport, driving licence)
- Proof of address (recent utility bill)
- Additional verification for sensitive requests

12. Updates to This Policy

- We review this policy annually
- Changes will be communicated via email and website
- Continued use implies acceptance of updates
- Significant changes require explicit consent

13. Contact Information

Hound Security Limited

- **Address:** 142 High Street, Codicote, Hitchin, SG4 8UB
- **Email:** info@houndsecurity.co.uk
- **Phone:** 01462530566

Data Protection Officer: Available via main contact details

Complaints: Contact the Information Commissioner's Office (ICO) at ico.org.uk or call 0303 123 1113

14. Effective Date

This policy is effective from 28/05/2025 and replaces all previous versions.

Document Version: 5.0

Last Updated: 28/05/2025

Next Review: 28/05/2026