

Privacy Policy

J Fire Safety Services & Installations LTD

Effective Date: 1 November 2019

1. Introduction

J Fire Safety Services & Installations LTD ("we", "our", or "us") is committed to protecting the privacy and security of the personal information we collect from our customers, suppliers, employees, website visitors, and other individuals with whom we interact.

This Privacy Policy explains how we collect, use, disclose, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection legislation.

2. Data Controller

J Fire Safety Services & Installations LTD is the Data Controller responsible for your personal information.

Registered Address:

Unit 16 Brookside Business Park
Brookside Avenue
Rustington
West Sussex
BN16 3LP

Email: info@jfiresafety.co.uk

Telephone: 01903 372103

Website: [J Fire Safety Services & Installations LTD](#)

3. Personal Information We Collect

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

Customer Information

- Name
- Company name
- Job title
- Postal address
- Email address
- Telephone number
- Service location details

- Fire safety inspection and maintenance records
- Contract and quotation information

Website Information

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device information
- Website usage data
- Cookie data

Employment and Recruitment Information

Where applicable, we may collect:

- Contact details
- Employment records
- Qualifications and certifications
- Payroll information
- Emergency contact details

4. How We Collect Information

We collect personal information when:

- You contact us by telephone, email, or post.
- You complete a contact form on our website.
- You request a quotation.
- You engage us to provide services.
- You enter into a service agreement or maintenance contract.
- You apply for employment with us.
- You interact with us through social media platforms.
- You visit our website.

5. Services We Provide

We process personal data in connection with the provision of:

- Fire Risk Assessments

- Fire Door Surveys
 - Fire Door Installation
 - Fire Alarm Installation and Maintenance
 - Emergency Lighting Installation and Maintenance
 - Fire Safety Consultancy Services
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6. How We Use Your Information

We use personal information to:

- Respond to enquiries.
 - Prepare quotations and proposals.
 - Deliver contracted services.
 - Schedule site visits and maintenance appointments.
 - Maintain service records.
 - Issue invoices and manage accounts.
 - Comply with legal and regulatory obligations.
 - Improve our services and customer experience.
 - Manage recruitment and employment matters.
 - Respond to requests, complaints, or legal claims.
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7. Legal Basis for Processing

Under UK GDPR, we process personal data on the following lawful bases:

Contractual Necessity

To provide quotations, services, maintenance agreements, and support.

Legal Obligation

To comply with legal, regulatory, health and safety, taxation, and accounting requirements.

Legitimate Interests

To manage and improve our business operations and maintain customer relationships.

Consent

Where required, such as for certain cookies or marketing communications.

8. Sharing Personal Information

We may share personal information with:

- Accountants and professional advisers.
- IT service providers.
- Website hosting providers.
- Payment processing providers.
- Regulatory bodies and enforcement authorities where required by law.
- Contractors and subcontractors involved in delivering services.

All third parties are required to protect personal data and process it only in accordance with applicable laws.

We do not sell personal information to third parties.

9. Payment Processing

We do not store customers' payment card details.

Payments are processed securely through authorised third-party payment providers. Those providers are responsible for handling payment information in accordance with their own privacy and security obligations.

10. Cookies

Our website uses cookies to improve functionality, performance, and user experience.

Cookies may be used to:

- Remember user preferences.
- Monitor website traffic.
- Improve website performance.
- Analyse visitor behaviour.

Where required by law, we will obtain your consent before placing non-essential cookies on your device.

Further information about cookies can be found on our website's [Cookie Policy](#).

11. Social Media

We maintain a presence on social media platforms to communicate with customers and promote our services.

When interacting with us through social media, your information may also be processed by the relevant platform provider in accordance with their own privacy policies.

12. Data Security

We take appropriate technical and organisational measures to protect personal information from:

- Unauthorised access.
- Loss or theft.
- Misuse.
- Disclosure.
- Alteration or destruction.

Access to personal information is restricted to those who have a legitimate business need.

13. Data Retention

We retain personal information only for as long as necessary for the purposes for which it was collected.

Typical retention periods include:

Record Type	Retention Period
Customer service records	Up to 7 years
Financial records	6 years plus current financial year
Quotations and enquiries	Up to 2 years
Employment records	As required by employment legislation
Health and safety records	As required by applicable legislation

14. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction of inaccurate information.
- Request deletion of your data where appropriate.
- Restrict processing.
- Object to processing.
- Request transfer of your data.
- Withdraw consent where consent is the legal basis for processing.

- Lodge a complaint with the Information Commissioner's Office (ICO).
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15. Complaints

If you are dissatisfied with how we handle your personal data, please contact us first so that we can attempt to resolve the matter.

You also have the right to complain to the:

[Information Commissioner's Office \(ICO\)](#)

Telephone: 0303 123 1113

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, business practices, or operational requirements.

The latest version will always be available on our website:

[J Fire Safety Services & Installations LTD Website](#)

17. Contact Us

For any questions regarding this Privacy Policy or your personal information, please contact:

J Fire Safety Services & Installations LTD

Unit 16 Brookside Business Park
Brookside Avenue
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BN16 3LP

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Last Reviewed: 5 January 2026

Next Review Date: 5 January 2027

Many Thanks

James Dommett
(Fire Risk Assessor)

01903 372103

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www.jfiresafety.co.uk

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