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

Telephone: 01903 372103

Email: info@jfiresafety.co.uk

How J Fire Safety Services & Installations uses your information

1) Who we are

We are J Fire Safety Services & Installations Ltd a company incorporated in England and Wales with registered number 12299326.

Our Contact details are as follows:

Address: Unit 16 Brookside Business Park, Brookside Avenue. Rustington, West Sussex, BN16 3LP

Telephone: 01903 372103

If you have any queries about this notice or J Fire Safety's data protection compliance measure, please contact us at info@jfiresafety.co.uk.

2) How we collect your personal data and why

J Fire Safety Services & Installations Ltd (we us, J Fire) may need to collect personal data about you and there are different ways that we might do so; this privacy notice tells you what to expect when we collect personal data on:

A) Visitors to our websites, www.jfiresafety.co.uk
B) Anyone who interacts with us or contacts us through Social media
C) People Contracting us: and
D) People subscribing to our maintenance plans

2.1 Legal Basis for Processing

Under data protection legislation we are only permitted to use you personal data if we have a legal basis for doing so as set out in data protection legislation.

In sections 2.2 -2.5 below, we will specify one of the legal bases for each usage of your personal data:

Where we need information to perform the contract we have entered into with you;
Where we need to comply with a legal obligation; or
Where we need your information because it is in our legitimate interests (or these of a third party) to use it and your interest and fundamental rights do not override those interests,

2.2 Visitors to our Website

Our website www.jfiresafety.co.uk are hosted by bluehost.com as part of the service provided by bluehost.com they will help to maintain the security and the performance of our website by (i) protecting user connections (ii) using third party scanning services to scan against known we attacks (iii) investigating site errors and (iv) providing secure hosting services

All of the hosting services provided to J Fire Safety are based in the USA.

In using our website, you will submit your personal data that we require because it is in our legitimate interest, It is in both of our interests to process this personal data to help manage our website and create a user friendly experience for you which we explain in more detail in sections 2.2.1 and 2.2.2 below.

2.2.1 Cookies

Cookies are small files of letters and numbers that we store on your browser or the hard drive of your device. Like most websites, we use cookies on our websites on the basis that it is in our legitimate interests. There are different types of cookies that we use for different purposes; however generally speaking cookies help us to distinguish you from other users of our websites, which allows us to provide you a better experience and also allows us to improve our websites. You can block cookies at any time by activating the setting on your browser that allows you to refuse some or all cookies. However, if you do block cookies there may be parts of our websites that you will be unable to access or that will not function properly.

Our cookies help to:

Make our website work as you would expect;
Remember your setting during and between visits;
Improve your and other users' experiences of the website;
Allowing you to sign up to marketing and updates in you have requested to do so:

Remembering if we have already asked you certain question; and
Improving the speed/ security of our websites

2.2.2 Third party services

(a) Whenever you visit our websites, (www.jfiresafety.co.uk) Networkers will use a third party service, Google Analytics, on our behalf and on the basis that it is in our legitimate interest, to collect standard information about your website use, such as internet logs and details of your visitor behaviour patterns. The reason we use this service is so that we can find out how many people visit the websites and the various parts of the websites. This information is necessary because it helps us to find out how our websites are working and how to improve it. We do not identify anyone, and we do not make or allow Google Analytics to (or attempt to) identify anyone visiting our websites.
(b) We use a third party, Dotmailer, to send you confirmation and marketing emails after you have contacted us. The third party is only provided with your email address and will never use it for any other purpose.

2.3 Social Media

Our websites contain links to our social media pages. Any information you provide to us via social media (including messaging, "liking", "following" and other communications) is controlled by the social media network. We currently use:
a) Facebook, which has its own privacy notice that can be located at https://www.facebook.com/privacy/explanation;
b) b) Linkedin, which has its own privacy notice that can be located at https://www.linkedin.com/legal/privacy-policy;
c) c) X, which has its own privacy notice that can be located at https://twitter.com/en/privacy;
d) Instagram, which has its own privacy notice that can be located at https://help.instagram.com

2.4 Contacting us

Our websites provide you with different ways to contact us. All communications are handled, reviewed and responded to internally by us. Please note, however, that:

(a) email monitoring or blocking software may also be used and that you have a responsibility to ensure that any email you send to us is within the bounds of the law;
(b) we use Buzzbox telecom for our sales and support call system, which provides caller ID services, we will only use this information for the purposes of handling your call and contacting you in relation to the purpose of your call; and
(c) we use Xero to store contact information for all of our customers and people who contact us, we will only use this information to contact you to respond to your queries or requests.

(d) As part of communicating with us, you will also submit personal data about you that we require. We collect this information on the basis that it is in our legitimate interest to do so. This includes your name, address, additional contact details and details about your query. It is in both our and your interest for us to process this information so we can deal with your query effectively.
(e) Any personal data that is provided in and during communications with us is used only for the purpose of reviewing the communications and conducting the ongoing administration and management of communications. We will not use your personal data in an identifiable manner in any publication without your further explicit consent.
(f) We will delete this personal data when we reasonably consider that we no longer need it for this purpose.

Please note that we may need to contact you about your enquiry through email or telephone. Please make sure that you keep us updated of any changes to your contact details

3 Disclosure of personal data

We will not usually disclose your personal data other than as already explained in Section 2 above. However, there may be circumstances where we need to share personal data other than as anticipated in Section 2 above. These include:

3.1.1 where communication is made in a language other than English, we will use third party translation services to translate the communication or application and all of its content; the third party will not use the personal data for any other purpose;

3.1.2 where we are legally required to disclose the information. This includes sharing the personal data with tax authorities and law enforcement agencies for the purposes of the prevention and detection of crime;

3.1.3 where we need to disclose the personal data for the purpose of or in connection with any legal proceedings, or for the purpose of obtaining legal advice, or the disclosure is otherwise necessary for the purposes of establishing, exercising or defending legal rights;

3.1.4 disclosure is required to protect the our interests, or someone else's interests (for example, to prevent fraud);

3.1.5 disclosure is necessary to protect your vital interests (for example if you are unwell at our premises, we may need to seek medical assistance);

3.1.6 it is to a third party for the purposes of providing administrative or processing services on our behalf. If such disclosure is required we will take steps to ensure that the

third party protects the personal data in the same way that we do and notify you of any changes to this privacy notice; and

3.1.7 to any prospective purchaser of our business assets or organisation. 4

4) Keeping personal data secure

We know that you provide your personal data in good faith and expect it to be looked after. This is why we take the security of your personal data seriously. This means that we have taken steps internally in order to ensure that our systems adequately protect your personal data. This includes:

(a) locating all personal data that we control on internal servers located in the United Kingdom

(b) ensuring strict access controls on a need to know basis;

(c) monitoring access to the personal data; and (d) double encryption of the personal data transferred between us and the following third parties: Buzzbox, Xero and Just Host,

5) Your rights You have rights in respect of your personal data and this Section explains a bit more about those rights that are applicable to what we do with your personal data and when you can exercise them. If you would like more information about any of your rights, please contact us on the contact details set out above.

5.1 Accessing your personal data and Subject Access Requests

You have the right to ask J Electrical Services & Installations Limited whether we hold or process any personal data about you and, where we do, to request a copy of that information. This is known as a Subject Access Request (SAR).

We ask that Subject Access Requests are submitted in writing to the contact details provided in Section 1 of this privacy notice. This helps us understand your request and deal with it efficiently. However, you may also make a valid request verbally.

Where necessary, we may ask you to provide reasonable proof of identity before releasing any personal information. This is to ensure that we do not disclose your personal data to someone who is not entitled to receive it. Any identity checks will be proportionate to the circumstances.

We will respond to your request without undue delay and within one calendar month of receiving your request, or, where we have reasonably requested information to confirm your identity, within one calendar month of receiving that information.

In particularly complex cases, or where we have received a number of requests from you, we may extend the response period by up to a further two calendar months. If we

need to extend the deadline, we will inform you within the initial one-month period and explain the reasons for the extension.

We will provide the information requested free of charge in most circumstances. However, we may charge a reasonable administrative fee or refuse to act on a request where the request is manifestly unfounded or excessive, as permitted under data protection legislation.

We will handle all Subject Access Requests in accordance with applicable UK data protection legislation, including the UK GDPR and the Data Protection Act 2018, as amended.

5.2 Requesting more information

We hope that you can understand that it is very difficult to cover all the possible ways in which we collect and use personal data. We have tried to be as clear and as open as we can and will continue to update this privacy notice as our use of personal data develops. However, if you have any questions regarding our use of your personal data, we will be happy to give you peace of mind by answering any questions or providing any additional information that we can. If you do have any specific questions, or need anything explaining, please get in touch on contact details set out above.

5.3 Your data protection rights

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended, you have a number of rights in relation to the personal data we hold and process about you.

These rights include the right to request that we correct inaccurate information, request the deletion of your personal data, restrict how we use your personal data, request a copy of your personal data in a portable format, and object to certain types of processing.

You may exercise these rights by contacting us using the contact details provided in Section 1 of this privacy notice. We may ask you to submit your request in writing and, where necessary, provide reasonable verification of your identity.

We will consider and respond to all requests in accordance with applicable data protection legislation. Please note that these rights are subject to certain conditions and exemptions, and we may not always be able to comply with every request.

5.3.1 You have the right to request that we rectify any inaccuracy about you that we may hold, in which case we may ask you to verify the corrected information (for example, we may ask for a recent utility bill for proof of change of address)

5.3.2 You have the right to request that we erase your personal data. Please be aware that we can only comply with such a request if:

(a) your personal data is no longer required for the purposes it was collected for (for example, we need your personal data to respond to a communication;
(b) the collection, storage or use of the personal data by us is prevented by law; and
(c) your personal data is not required for the purposes of establishing, exercising or defending a legal claim such as in the conduct of legal proceedings.

5.3.3 You have the right to request that we restrict or refrain from processing your personal data:

(a) for the time it takes us to verify the accuracy of your personal data where you have disputed its accuracy;
(b) where the collection, storage or use of the personal data by us is unlawful but you decide not to ask for erasure;
(c) where we no longer need your personal data but you need them for the purposes of establishing, exercising or defending a legal claim;
(d) and for the time it takes to determine whether we have an overriding legitimate ground to continue to process your personal data, where you have exercised your right to object to processing.

5.3.4 You have the right to data portability in respect of information we have collected from you based on consent or for the reason of entering into a contract. If you exercise this right, we will transfer a copy of the information that you have provided to us at your request.

5.3.5 You have the right to object to our use of your personal data:

(a) where we are using that information on the basis that it is in our legitimate interests to do so, and where we do not have compelling overriding grounds to continue to use your personal data; or
(b) at any time, where we use your personal data to send you the newsletter or any other type of direct marketing, in which case it will no longer be used for that purpose, but may use it for another lawful purpose.

6 Complaints

You are important to us, as is protecting your personal data. We have high standards when it comes to collecting and using personal data. For this reason, we take any complaints we receive from you about our use of your personal data very seriously and request that you bring any issues to our attention.

Where you are communicating with us for the purpose of making a complaint, we will only use your personal data to handle, investigate and respond to the complaint and to check on the level of service we provide. Where the complaint is about a member of our team, we may have to disclose your identity to whoever the complaint is about. You may let us know that you don't want information that identifies you to be disclosed and we

will try to respect your request; however, it may not be always possible to handle a complaint on an anonymous basis.

If you are unhappy, you can also contact the Information Commissioner's office to make a complaint directly. Here is a link to the ICO's website https://ico.org.uk/global/contact-us/.

7 Updating this privacy notice

We keep our privacy notice under regular review in order to ensure that it properly reflects our use of personal data. This privacy notice was last updated on 10th November 2026.