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**Privacy Policy**

This statement and the policy outlined herein are not intended to and do not create any contractual or other legal rights in or on behalf of any party. ​

**How we collect your personal information**  
First Security Guard Services Limited (**First Security**) collects personal information about individuals as part of the course of our business.   
  
First Security may collect personal information when:

* You (or an organisation you are associated with) opens an account
* Enters into an agreement with us to provide or receive a service
* We provide services to you at your premises
* Deals with us over the telephone, sends us a letter or an email
* Visits our website or when you visit us in person.

The type of information we collect may include (but is not exclusive of) your name, mailing address, telephone numbers, bank and credit card details and email address.

There may be occasions when we source personal information about you from a third party (for example a credit reporting agency or marketing company) as well as publicly available sources such as internet search engines or social networking services.

First Security may also automatically collect non personal information through the standard operation of its information systems infrastructure.

**How we use and disclose personal information**  
It is our usual practice to collect personal information directly from you.

We only use your personal information for the purposes for which you give it to us and for related, business purposes and activities, and where required by law.

The primary purpose of collecting any relevant personal information is to be able to provide you with our services.

Names and addresses of our customers may be provided to a mailing house to mail account statements to each customer or to distribute informative material. We may also use or disclose anonymized personal information for other purposes such as helping us to identify products and services that may interest you.

**Keeping Information up to date**  
If we do collect any relevant information we will take reasonable steps to ensure your personal information is accurate, up to date, complete and not misleading. If you learn that the current information we hold about you is inaccurate, you should contact us.

**You can request details about your personal information**  
You should contact us if you wish to find out about the personal information we hold about you. We will need to verify your identity before giving you access.

If your request is complex, we will ask you to put it in writing. We will respond to requests within 20 working days. We may charge you a reasonable fee for processing the request.

Except as required by law First Security will not give out personal information to any third party.

**We may not be able to give you access**  
We may not be able to tell you what personal information we hold about you in certain circumstances including where the information relates to anticipated legal proceedings or where the information would reveal commercially sensitive information.

**Storing your personal information**  
First Security will take reasonable steps to protect the personal information we hold from misuse, loss and from unauthorised access, use, modification or disclosure.

**Contacting Us**  
If you have any questions regarding First Security’s Privacy Policy please feel free to contact us on **info@firstsecurity.co.nz** for further information.