



LANCASHIRE FIRE PROTECTION LIMITED

Company number 08715419

PRIVACY NOTICE

This notice explains how we use personal information when you use our website or our fire-protection services. It is written for customers, site contacts, training delegates and website visitors.

1. Who we are

Lancashire Fire Protection Limited is the data controller. We supply, install and service portable fire extinguishers, carry out fire risk assessments and deliver fire training from our offices in Preston and Fleetwood.

Registered office: 236 Browndge Road, Bamber Bridge, Preston PR5 6UX

Telephone: 01772 335564

Email: enquiries@lancashirefireprotection.co.uk

Website: www.lancashirefireprotection.co.uk

The director responsible for data protection is Gareth Collier. Please use the email or telephone number above if you have a question about this notice or about your information.

2. The law we follow

We handle personal data under the UK GDPR and the Data Protection Act 2018. Electronic mail and telephone marketing, and the use of some cookies, are also covered by the Privacy and Electronic Communications Regulations (PECR).

3. Information we collect

Depending on how you deal with us, we may collect:

- Your name, job title and organisation.
- Postal address, email address and telephone number.
- The number, type and location of fire equipment at your premises, and the service history.
- Names of people who attend our fire training, so that we can produce and reissue certificates.
- Payment and invoicing details when you buy from us.
- Messages you send us, including website or email enquiries.
- Limited technical data from the website, such as pages visited, if cookies or server logs are used.

We do not usually collect special-category data (for example health information). If you tell a trainer about a condition that affects safe use of an extinguisher, we use that only for the session.

4. How we use your information, and why

What we do	Why we are allowed to do it
Answer an enquiry, quote, contract, service equipment, raise invoices and keep a site record	To perform our contract with you, or to take steps before a contract. We also have a legitimate interest in running the service properly.
Produce service certificates and fire risk assessments	Contract, and where fire-safety law requires a record, legal obligation.
Deliver fire training and issue delegate certificates	Contract with the customer who booked the course. Legitimate interest in evidencing who was trained.
Remind existing customers when equipment is due, or ask for feedback after a visit	Legitimate interests. Electronic marketing to existing customers is also limited by PECR.
Send optional marketing to people who are not already customers	Consent, which you can withdraw at any time.
Keep accounts, tax and insurance records	Legal obligation.
Improve the website using traffic statistics	Legitimate interests, and consent where PECR requires it for non-essential cookies.

We will not sell, rent, distribute or lease your personal information to anyone for their own marketing.

5. Who we share information with

We share personal data only where we need to. That may include:

- Our employees who need it to do the job.
- Accountants, insurers, IT or cloud providers who process data for us under contract.
- A licensed waste or service partner where equipment is exchanged or disposed of, if they need a site contact.
- The police, HMRC, the ICO or a fire and rescue authority if the law requires or allows it.

We do not use sub-contractors to carry out extinguisher installation, maintenance, fire risk assessments or fire training.

6. How long we keep it

Information	How long we keep it
Customer account, site contacts, equipment list and certificates	For as long as you are a customer, then normally 6 years after the last job
Invoices and accounting records	6 years after the end of the financial year
Training delegate names and certificate copies	For as long as the customer account lasts, then 6 years
Website enquiry that does not become a customer	Up to 2 years after the last contact
Marketing consent records and opt-outs	For as long as we need to show we respected your choice

7. Your rights

You can ask us to:

- Confirm whether we hold information about you and provide a copy (subject access).
- Correct information that is wrong or incomplete.
- Delete information where the law allows.
- Restrict or object to certain uses, including direct marketing.
- Receive information you gave us in a reusable format, where the legal test for portability is met.
- Withdraw consent, if consent was the reason we were using the data.

There is no fee for an ordinary subject-access request. We will reply within one month of receiving a valid request, after we have checked your identity. The £10 fee and 14-day timescale in our 2018 notice no longer apply.

To use any of these rights, email enquiries@lancashirefireprotection.co.uk or write to the registered office.

8. Marketing

If you are an existing customer we may contact you about the service you already receive, including a reminder that equipment is due. You can ask us to stop marketing at any time. We will still keep the account if we need it for the contract or the law.

If you complete a form on our website, look for any box that lets you opt out of marketing. If there is no such box, we will use the details only to deal with your enquiry.

9. Cookies and this website

A cookie is a small file placed on your device. Some cookies are needed for the site to work. Others help us see which pages are used so that we can improve the site. We use traffic-log cookies for statistical analysis only. A cookie does not give us access to the rest of your device or to information you have not given us.

You can accept or refuse cookies in your browser settings. Blocking cookies may stop some parts of the site working as intended.

Our website may contain links to other sites. We are not responsible for the privacy practices of those sites. You should read their own notices.

10. Security and transfers

We use physical, electronic and organisational measures to protect personal data against unauthorised access, loss or disclosure. No transmission over the internet is completely secure, but we take the risk seriously.

We store and use personal data in the United Kingdom wherever we can. If a supplier stores data outside the UK, we will only do so where the UK has found that country adequate or where an approved transfer tool is in place.

11. How to complain

Please contact us first so that we can try to put things right. You also have the right to complain to the Information Commissioner's Office, which regulates data protection in the UK:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk 0303 123 1113

12. Changes to this notice

We may update this notice from time to time. The current version will be the one published on our website. This version is effective from 30 September 2026 and replaces the notice dated 16 April 2018.

Lancashire Fire Protection Limited

30 September 2026