

Alfa Access Services Ltd

Our website uses essential cookies to help us improve it and to ensure you get the best browsing experience. You can change the settings of your Internet browser to refuse all Cookies.

Privacy Policy

last updated on 30th June, 2025

This policy describes our procedures on the collection, use and disclosure of your information when you use the services, explains your privacy rights and how the law protects you. We use your personal data to provide and improve our services. By using our website and offline services, you agree to the collection and use of information in accordance with this Privacy Policy.

Interpretation and Definitions

"Account" means a unique customer account created for you when buy goods from us or use our services.

"Company" refers to Alfa Access Services Ltd. For the purpose of the GDPR, the Company is the Data Controller.

"Cookies" are small files that are placed on your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses.

"Device" means any device that can access our website such as a computer, a cell phone or a digital tablet.

"Personal data" is any information that relates to an identified or identifiable individual.

For the purposes of GDPR, Personal data means any information relating to you such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity.

"Service Provider" means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the running of our website and analyse how it is used. For the purpose of the GDPR, Service Providers are considered Data Processors.

"Usage Data" refers to data collected automatically, either generated by the use of the website or from the Service infrastructure itself (for example, the duration of a page visit).

"Website" refers to alfa-access-services.com

"You" means the individual accessing or using our website, or the company, or other legal entity on behalf of which such individual is accessing our website or using our offline services, as applicable.

Collecting and Using Your personal data

Types of Data Collected:

Personal data

While using website, or when you contact us by email or phone, we may ask you to provide certain personally identifiable information that can be used to contact or identify you. This information may include, but is not limited to: Email address, First name and last name, Phone number, email address, Address and postcode, Usage Data.

Usage Data

Usage Data is collected automatically when using our website. Usage Data may include IP address, type of mobile device, browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to track the activity on our website and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse the usage of our website. The technologies We use may include:

Cookies. A cookie is a small file placed on your device. **You can change the settings of your browser to refuse all Cookies or to indicate when a Cookie is being sent.**

Web Beacons. Certain sections of our website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other website statistics.

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser.

We may use both session (deleted when you close the browser) and persistent (remain on your device) Cookies for the below purposes:

Essential Cookies (session cookies), administered by us. Purpose: These Cookies are essential to the website and to enable you to use some of its features. Without them the website cannot function as intended.

Performance Cookies (persistent cookies), administered by website hosting provider. Purpose: These Cookies are used to track information about traffic to our website and how users use the it. We may also use these Cookies to test new pages, features or new functionality of the website to see how our users react to them. **You can**

instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent.

Use of Your personal data

The Company may use Personal data for the following purposes:

To provide, maintain and monitor the usage of our website.

To manage your account and provide our offline services.

To perform a contract for the goods and services you have purchased from us.

To contact You: by email, telephone calls, SMS, mobile applications and messengers regarding updates or informative communications related to the products or contracted services, equipment service updates and statutory inspections when necessary for their implementation.

To provide You with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information.

To manage your requests, equipment records and job bookings.

We may also use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our products, services, marketing and your experience.

We may share Your personal information in the following situations:

We may share your personal information with providers of for payment processing such as Square.

We may share or transfer your personal information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

We may share your information with our business partners to offer you certain products, services or promotions.

When you share personal information or interact with our content on social media, such information may be viewed by all users and may be publicly distributed.

We may disclose Your personal information for any other purpose with your consent.

Retention of your personal data

The Company will retain your personal data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations (if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Transfer of Your personal data

Your information, including personal data is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to and maintained on computers belonging to other companies.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your personal data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information.

Disclosure of Your personal data

Business Transactions: If the Company is involved in a merger, acquisition or asset sale, Your personal data may be transferred. We will provide notice before Your personal data is transferred and becomes subject to a different Privacy Policy.

Law enforcement: Under certain circumstances, the Company may be required to disclose Your personal data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements: The Company may disclose your personal data in the good faith belief that such action is necessary to: comply with a legal obligation, protect and defend the rights or property of the Company, prevent or investigate possible wrongdoing, protect against legal liability.

Security of Your personal data

The security of your personal data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee its absolute security.

Legal Basis for Processing Personal data under GDPR

We may process Personal data under the following conditions:

Consent: You have given your consent for processing of personal data for one or more specific purposes.

Performance of a contract: provision of personal data is necessary for the performance of an agreement with you and/or for any pre-contractual obligations.

Legal obligations: processing of personal data is necessary for compliance with a legal obligation.

Vital interests: processing of personal data is necessary in order to protect your vital interests or of another natural person.

Public interests: processing of personal data is related to a task that is carried out in the public interest or in the exercise of official authority vested in the Company.

Legitimate interests: processing of personal data is necessary for the purposes of the legitimate interests pursued by the Company.

In any case, we are happy to clarify the specific legal basis that applies to the processing, and in particular whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract.

Your Rights under the GDPR

The Company undertakes to respect the confidentiality of your personal data and to guarantee you can exercise your rights.

You have the right under this Privacy Policy, and by law if you are within the EU, to:

Request access to your personal data. The right to access, update or delete the information we have on you. Whenever made possible, you can access, update or request deletion of your personal data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you. This also enables you to receive a copy of the personal data we hold about you.

Request correction of the personal data that we hold about you. You have the right to have any incomplete or inaccurate information we hold about you corrected.

Object to processing of your personal data. This right exists where we are relying on a legitimate interest as the legal basis for our processing and there is something about your particular situation, which makes you want to object to our processing of your personal data on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.

Request erasure of your personal data. You have the right to ask us to delete or remove personal data when there is no good reason for us to continue processing it.

Request the transfer of your personal data. We will provide to you, or to a third-party you have chosen, your personal data in a structured, commonly used format. Please note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw your consent. You have the right to withdraw your consent on using your personal data. If you withdraw your consent, we may not be able to provide you with our services of supply goods to you.

Exercising of your GDPR Data Protection Rights

You may exercise your rights of access, rectification, cancellation and opposition by contacting us. Please note that we may ask you to verify your identity before responding to such requests. If you make a request, we will try our best to respond to You as soon as possible.

You have the right to complain to Information Commissioner's Office (ICO) about our collection and use of your personal data.

Links to Other Websites

Our website may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit because we have no control over and assume no responsibility for their content.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. You are advised to review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions about this Privacy Policy, you can contact us:

info@alfa-access-services.com