



**Sentinel Group
Security**

**Privacy and Cookies
Policy**

Sentinel Group Security Ltd.
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We are committed to protecting personal data in accordance with applicable data protection laws.

To help visitors to the website along with clients, colleagues and anyone considering coming to work for us as well as the full policy below, we've published a GDPR Privacy statement to help explain:

- The information we collect
- How will we use the information?
- How to access the information we hold
- Retention of the data we store

1. Introduction

We are committed to safeguarding the privacy of our website visitors, clients, employees, and service users.

This policy applies where we are acting as a data controller with respect to personal data. In other words, where we determine the purposes and means of processing personal data.

We use cookies on our website. Where cookies are not strictly necessary, we will obtain your consent before placing them.

In this policy, "we", "us" and "our" refer to Sentinel Group Security Ltd.

2. How we use your personal data

We may collect and process personal data from:

- you directly
- your employer or contracting organisation
- credit reference agencies
- public records and regulatory bodies
- third-party screening and vetting providers

We process personal data for the purposes outlined below.

2.1 Usage Data

We may process data about your use of our website and services. This includes IP address, location, browser type, and usage patterns.

Legal basis: Legitimate interests (monitoring and improving services)

2.2 Account Data

We may process your name and email address to manage accounts and provide services.

Legal basis: Legitimate interests and performance of a contract

2.3 Profile Data

We may process personal details including contact information, employment details, and related data.

Legal basis: Legitimate interests and performance of a contract

2.4 Enquiry Data

We may process data submitted through enquiries.

Legal basis: Consent

2.5 Notification Data

We may process data for marketing communications.

Legal basis: Consent

2.6 Correspondence Data

We may process communications and related metadata.

Legal basis: Legitimate interests

2.7 Legal and Risk Management

We may process personal data to:

- establish, exercise or defend legal claims
- obtain insurance
- manage business risks

Legal basis: Legitimate interests and legal obligations

2.8 Credit Reference and Affordability Checks

We may obtain personal data from credit reference agencies, including Creditsafe Business Solutions Limited and TransUnion International UK Limited.

This may include identity data, financial standing, payment history, and public records.

We use this data for:

- creditworthiness assessments
- identity verification
- fraud prevention
- regulatory compliance

Legal basis: Legitimate interests, contract, and legal obligations

Further information about how these organisations process personal data is available in their respective privacy notices.

2.9 Legitimate Interests

Where we rely on legitimate interests, these include operating our business, ensuring security, preventing fraud, and delivering services effectively. We ensure such interests are balanced against your rights.

3. Providing your personal data to others

We may disclose personal data to:

- group companies
- insurers and professional advisers
- IT and system providers
- payroll and HR providers
- screening and vetting providers
- credit reference agencies

We may also disclose data where required by law or to protect legal rights.

4. International transfers of personal data

We may transfer personal data outside the UK and EEA.

Where this occurs, we implement safeguards including:

- UK International Data Transfer Agreements (IDTAs)
- Standard Contractual Clauses (SCCs)
- transfers to adequate jurisdictions

You may request further information about these safeguards by contacting us.

5. Retaining and deleting personal data

We retain personal data only as long as necessary.

Typical retention periods:

- customer data: up to 7 years
- employee data: up to 6 years post-employment
- financial records: 6–7 years
- marketing data: until withdrawal of consent

6. Provision of personal data

Providing personal data may be:

- contractual
- legally required

Failure to provide required personal data may result in our inability to provide services or enter into a contract.

Providing marketing data is optional.

7. Automated processing and decision making

We may use automated tools for risk assessment and fraud prevention.

We do not make decisions based solely on automated processing. All decisions involve human review.

8. Data security

We implement appropriate measures including:

- access controls
- encryption
- staff training
- incident response procedures

9. Amendments

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally to ensure you are happy with any changes to this policy.

We may notify you of significant changes to this policy by email or through the private messaging system on our website.

10. Your rights

You have rights including:

- access
- rectification
- erasure
- restriction
- objection
- data portability
- complaint
- withdrawal of consent

You may exercise your rights by contacting us compliance@sgs-ltd.com or using the contact details in Section 18.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

11. Third party websites

Our website includes hyperlinks to, and details of, third party websites.

We are not responsible for third-party privacy policies.

12. Personal data of children

Our services are not directed at individuals under 18.

13. Updating information

Please notify us of any changes to your personal data.

14. About cookies

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either “persistent” cookies or “session” cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

We use cookies for authentication, analytics, and preferences.

You can manage cookies through your browser settings.

15. Cookies that we use

We use cookies for the following purposes:

- authentication – we use cookies to identify you when you visit our website and as you navigate our website. Cookies used for this purpose are: PHPSESSID
- analysis – we use cookies to help us to analyse the use and performance of our website and services. Cookies used for this purpose are: PHPSESSID
- cookie consent – we use cookies to store your preferences in relation to the use of cookies more generally.

16. Cookies used by our service providers

Our service providers use cookies, and those cookies may be stored on your computer when you visit our website.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>

17. Managing cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version.

You can update cookie preferences at any time via our website cookies settings.

18. Our details

This website is owned and operated by Sentinel Group Security Ltd.

We are registered in England and Wales under registration number 05519207, and our registered office is at Sentinel House, 36 Oakwood Hill Industrial Estate, Loughton, Essex IG10 3TZ.

Our principal place of business is at Sentinel House, 36 Oakwood Hill Industrial Estate, Loughton, Essex IG10 3TZ.

You can contact us:

- by post, to the postal address given above;
- using our website contact form;
- by telephone, on the contact number published on our website from time to time; or
- by email, using the email address published on our website from time to time.

19. Data protection officer

Our data protection officer's contact details are:

Zahid Chaudhry,
Director Compliance & Innovation,
Sentinel House,
36 Oakwood Hill Industrial Estate,

Loughton,
Essex
IG10 3TZ.

Zahid Chaudhry

Director Compliance & Innovation
Sentinel Group Security Ltd.

Date: 15th April 2026