

# Aber Vaults Cyf t/a The Vaults customer privacy notice

**Registered name:** Aber Vaults Cyf

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

Post

The Vaults, Market Street, Y FNNI, NP7 5SD, GB

Telephone

01873 515151

Email

gdpr@vaults.wales

## What information we collect, use, and why

We collect or use the following information to **provide services and goods**:

- Photographs or video recordings

- Call recordings
- Information relating to compliments or complaints

We collect or use the following information to **prevent, detect, investigate or prosecute crimes:**

- Names and contact information
- Video and CCTV recordings of public areas (including indoor and outdoor spaces)
- Audio recordings of public areas (including indoor and outdoor spaces)
- Call recordings

We collect or use the following personal information for **dealing with queries, complaints or claims, and for staff training:**

- Names and contact details
- Video recordings of public areas
- Audio recordings of public areas
- Call recordings
- Information relating to health and safety

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - CCTV and call recordings are collected to resolve disputes and complaints and for crime detection and prevention

Our lawful bases for collecting or using personal information to **prevent, detect, investigate or prosecute crimes** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - CCTV and call recordings are collected to resolve disputes and complaints and for crime detection and prevention

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - CCTV and call recordings are collected to resolve disputes and complaints and for crime detection and prevention. and

contact details are used to communicate relating to a query or complaint or claim.

## Where we get personal information from

- CCTV footage or other recordings

## How long we keep information

CCTV and recordings are retained for up to 30 days, or less depending on storage available. In the event of an incident being investigated, recordings related to the incident are retained for as long as necessary for such investigation.

## Who we share information with

Others we share personal information with

- Professional or legal advisors
- Financial or fraud investigation authorities
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Emergency services

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane

Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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