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## Gallagher Customer Experience Improvement Program – Privacy Statement

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### 1 Introduction and Scope

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This Privacy Statement applies to the Gallagher Customer Experience Improvement Program (CEIP), supplied by Gallagher Group Limited, and its supporting Gallagher Cloud Service. Joining CEIP allows Gallagher to access product usage data and statistics from Command Centre for the purpose of Gallagher improving our products' performance, usability, and value to our customers.

The program also allows you to opt in to be notified of Gallagher Command Centre new product releases or security updates. In order to receive these product alerts, the program sends data regarding your system version and upgrade date to the Gallagher Cloud. The data collected also includes product configuration data and usage statistics and may expand over time. The recent data and statistics collected from your site will be visible in the Gallagher Cloud web application by a suitably privileged Command Centre operator. The data collected from Command Centre does not include any personally identifiable information.

You can request that collected data be removed from the cloud at any time by contacting Gallagher's technical support team at [security.support@gallagher.com](mailto:security.support@gallagher.com). Unless you request the removal of data, we will retain it while it allows Gallagher to achieve its ongoing objectives and obligations under this Program.

To receive product alerts you must register recipient email addresses which will be stored in the Gallagher Cloud. A suitably privileged Command Centre operator can add or remove these email addresses at any time, which will add or remove them from the Gallagher Cloud. An audit trail of additions and removals of email addresses receiving product alerts will be held in the Gallagher Cloud for a period of 12 months.

### 2 How to reach us

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The world headquarters of Gallagher Group is in Hamilton, New Zealand, where we have an appointed Privacy Officer. To enquire about this Privacy Statement, or if you have any questions about the Customer Experience Improvement Program, please contact us via email (<mailto:privacy@gallagher.com>) or by calling +64 7 838 9800. You can also write to Privacy Officer, Gallagher Group Limited, 181 Kahikatea Drive, Hamilton 3206, New Zealand.

If you have any questions or comments about the Customer Experience Improvement Program, please contact Gallagher Technical Support.

Tech Support  
+64 7 838 9894

[security.support@gallagher.com](mailto:security.support@gallagher.com)

### 3 Collection of information

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By opting in to receive product alerts and security updates, you agree to share the nominated names and email addresses with Gallagher.

Your information will not be sold, exchanged, transferred or given to any other company.

### 4 Data storage and retention

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#### Data stored in the cloud

- Names and email addresses of individuals to whom product alerts should be sent.
- Names of the Command Centre operators who amended the list of individuals to whom product alerts should be sent.
- Audit trail details of the email addresses added or removed by the Command Centre operator.

#### Data retention policy

Gallagher Product Alert data retention	
<b>Names of individuals</b>	Stored in the Gallagher Cloud for the purpose of sending Product Alert emails
<b>Email addresses</b>	Stored in the Gallagher Cloud for the purpose of sending Product Alert emails.
<b>Operator Name</b>	Stored in the Gallagher cloud for the purpose of retaining an audit trail of operators who have made changes to the list of individuals receiving Product Alerts.

### 5 Information security

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Gallagher takes cyber security seriously. We intend to protect your personal information and to maintain its accuracy. Gallagher implements reasonable physical administrative and technical safeguards (such as system monitoring and encryption) to help us protect your information from unauthorized access, use, and disclosure. We restrict access to your information to employees who “need to know” it to provide services to you. In addition, we train our employees about the importance of confidentiality and maintaining the privacy and security of your information. We commit to taking appropriate disciplinary measures to enforce our employees' privacy responsibilities. We also require that our suppliers protect personal information from unauthorized access, use, and disclosure.

Data stored on the Gallagher Command Centre server for a site is under control of its Security Administrators, and subject to any security and privacy policies those Administrators apply. It is not accessible by Gallagher or other third parties affiliated with Gallagher.

## 6 Complaints

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In many countries, you have a right to lodge a complaint with the appropriate privacy or data protection authority if you have concerns about how we process your information.

We aim to resolve complaints quickly and informally. If you wish to proceed to a formal privacy complaint, we will need you to make your complaint in writing to our Privacy Officers, as above. We will then acknowledge your formal complaint within 10 working days.

If you are not satisfied with the responses from your site or from us you may contact the appropriate national privacy authority.

*Note: under GDPR, our nominated contact in Europe is the Regional Manager of Gallagher Security (Europe) Ltd in the UK, whose supervisory authority is the Information Commissioner's Office (<http://www.ico.org.uk>).*

## 7 Changes and updates to this privacy statement

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This Statement is effective from 1 September 2020 and supersedes all previous notices or statements regarding our privacy and data protection practises and the terms and conditions that govern the use of the Customer Experience Improvement Program.

We recognise that privacy and data protection is an ongoing responsibility, and so we review this Statement regularly and will update it from time to time as we undertake new practises or adopt new policies.

You should check our website frequently to see the current statement that is in effect and any updates we have made. We reserve the right to amend our Privacy Statement at any time, for any reason, without notice to you, other than posting the updated version on our website.

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