



TALCON SECURITY SERVICES LIMITED

**PROTECTING WHAT MATTERS MOST
YOUR ASSETS, PEOPLE AND PROPERTY**

TERMS AND CONDITIONS

EDITED AND REVIEWED ON 29 JULY 2024, BY
UMER SADIQ, DIRECTOR OF TALCON SECURITY SERVICES





PART 1: Introduction

These Terms and Conditions outline the scope of our services, our obligations, and your responsibilities and govern your use of Talcon Security's products, services, and website. If you continue to browse and use our website you are agreeing to comply with and be bound by the following terms and conditions, which together with our [privacy policy](#) govern Talcon Security's relationship with you in relation to our website.

PART 2: Definitions

In these Terms and Conditions the following expressions shall be referred to as:-

- 1) "The Agreement" – These Terms and Conditions.
- 2) "The Company" – Talcon Security Services Limited.
- 3) "Talcon Security Services" – "we", "us" or "our".
- 4) "Our Customers" – You, the person, firm, or business which has accepted a quotation from us.
- 5) "You"/"Your" – User or viewer of our website.
- 6) "Third Party" – A firm or company other than you and us.

PART 3: Website terms

- 1) The content of the pages of our website is for your general information and use only. It is subject to change without any notice.
- 2) Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on our website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- 3) Your use of any information or materials of our website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- 4) Our website contains material which is owned by or licensed to us or third parties. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- 5) All trademarks or materials reproduced in our website, which are not the property of, or licensed to us, are acknowledged on the website.
- 6) Unauthorised use of our website may give rise to a claim for damages and/or be a criminal offence.
- 7) From time to time our website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- 8) You may not create a link to this website from another website or document without Talcon Security's prior written consent.
- 9) Your use of our website and any dispute arising out of such use of our website is subject to the laws of England, and Wales.

If you do not agree to these Terms, you must not use the website





PART 4: Services

We will provide the following services to you, including:

- 1) **Special Event** – Weddings, Private or Public Parties, Private or Business Conferences, Concerts, Sports Events, Trade Shows, Fashion Shows, Fundraisers, Book Signings or Celeb Autographs, and so on.
- 2) **Door Supervision** – Night Clubs, Bars or Pubs, Retail Shops, Restaurants, Lounge, Crime Scenes, Cinemas, Arcades, Exhibitions and so on.
- 3) **General Security** – Business Centre, Shopping Malls, Offices, Construction Sites, Vacant Homes, Empty Buildings, Marriage Halls, Religious Gathering and so on.
- 4) **Executive Protection** – High-net-worth Individuals or Families, CEOs, Business Executives, Celebrities, Political Leaders, Social Media Influencers, Athletes and so on.
- 5) **Construction Security** – Prevention of Damage, Theft, Vandalism, Accidents, Injuries and unauthorized Access, Protecting you from Liability Issues, Safety of Workers and site visitors.
- 6) **Security Surveying** – Feedback on your premises security including, physical security, surveillance, emergency response strategies, access control, perimeter protection, and internal procedures.

All roles and responsibilities will be outlined in detail and will comply with our terms and conditions specified in our contractual agreements with you. These agreements will clearly define the scope of services, expected duties, performance standards, and any specific requirements relevant to each position. Compliance with these terms ensures clarity and consistency in the delivery of services and upholds our commitment to quality and professionalism to you as our customer.

PART 5: Security Obligations

As your security service provider, we commit to the following obligations to ensure the highest level of protection for your premises and assets:

- 1) **Take Reasonable Care:** We shall exercise the utmost diligence and care in safeguarding the security and integrity of your Assets, People, and Property. This includes implementing robust security measures, regular monitoring, and proactive risk management strategies to prevent and address potential threats.
- 2) **Comply with All Relevant Laws and Regulations:** We shall strictly adhere to all applicable laws, regulations, and industry standards related to security services. This compliance ensures that our operations are legal, ethical, and in line with best practices.
- 3) **Maintain Appropriate Insurance Coverage:** We shall carry comprehensive insurance coverage for our employees for security-related risks. These coverage shall provides an additional layer of protection for our employees or clients and demonstrates our commitment to responsibly managing any potential risks.
- 4) **Ensure Our Personnel Are Properly Trained, Vetted, and Licensed:** Our security personnel are thoroughly vetted through background checks and are fully licensed in accordance with regulatory requirements. They undergo rigorous training to ensure they possess the necessary skills and knowledge to perform their duties effectively and professionally.
- 5) **Respond Promptly to Security Incidents and Emergencies:** We are committed to a swift and effective response to any security incidents or emergencies. Our team is trained to handle various scenarios with professionalism and efficiency, ensuring minimal disruption and maximum safety for all involved.

By upholding these security obligations, we strive to provide a secure environment and peace of mind for our clients, reinforcing our dedication to excellence in the security industry.





PART 6: Confidentiality

We are dedicated to maintaining the highest standards of confidentiality for all information and materials provided by you. This commitment is a fundamental part of our service provision and includes safeguarding all sensitive information such as passwords, access codes, and personal data. We understand the critical importance of protecting your confidential information and take extensive measures to ensure its security.

We will only disclose such information under two conditions: when legally required or when it is necessary to perform our services. Even in these instances, we limit the disclosure to the minimum necessary and ensure that all parties involved are bound by appropriate confidentiality agreements.

Our confidentiality measures include secure data storage, restricted access protocols, and regular audits to prevent unauthorized access or disclosure. Our personnel are trained to handle sensitive information with the utmost care and are held to strict confidentiality agreements. This approach ensures that your information remains protected, and that our services are delivered with the highest degree of integrity and respect for your privacy.

PART 7: Data Protection

We adhere strictly to the [UK Data Protection Act 2018](#) and the General Data Protection Regulation (GDPR). Our commitment to these regulations ensures that all personal data is handled in a lawful, fair, and transparent manner.

The company's comprehensive [privacy policy](#) outlines our practices regarding the collection, use, and protection of your personal data. This policy details the types of personal information we collect, the purposes for which it is collected, and the legal basis for processing such data. We also explain how we safeguard your data, including the technical and organizational measures in place to prevent unauthorized access, loss, or misuse.

Additionally, the company's [privacy policy](#) should provide clear information on your rights as a data subject. This includes your rights to access, rectify, or erase your personal data, as well as your right to restrict or object to its processing. We are committed to upholding these rights and providing you with the necessary support to exercise them.

By following these stringent data protection standards, we ensure that your personal information is secure, respected, and used responsibly. We encourage you to review our [privacy policy](#) for a complete understanding of how we manage your data and to contact us with any questions or concerns regarding your privacy.

PART 8: Security Incident Response

In the event of a security incident, we will agree to the following:

1. **Prompt Response:** In case of a security incident, we will immediately assess and take actions to contain and mitigate the impact. This includes isolating affected systems and implementing necessary security measures.
2. **Notification:** We will promptly inform you and relevant authorities about the incident, providing details on the nature of the incident, any damage or loss, steps taken, and contact information for further inquiries.
3. **Cooperation with Investigations:** We will assist in any investigations by providing necessary information, including access to logs and evidence, and working closely with law enforcement and other authorities.





4. **Preventive Measures:** After an incident, we will review the situation to identify vulnerabilities and take steps to prevent future incidents. This includes enhancing security protocols, updating systems, training staff, and conducting regular security audits.

We are committed to continuous improvement and the highest standards of security to protect against threats and vulnerabilities.

PART 9: Customer Responsibilities

As a customer of ours you agree to the followings:

1. Provision of Accurate Information and Cooperation:

- a) Provide complete and accurate details about your premises, existing security systems, potential risks, and specific concerns.
- b) Cooperate with our team for assessments, setup, maintenance, and incident response.
- c) Respond promptly to any additional inquiries or requests.

2. Confidentiality of Passwords and Access Codes:

- a) Keep all credentials secure and confidential.
- b) Do not share credentials with unauthorized individuals.
- c) Notify us immediately if you suspect a compromise.

3. Compliance with Laws and Regulations:

- a) Follow all relevant local, state, federal, and international laws regarding security and data protection.
- b) Ensure your use of our services does not involve illegal activities.
- c) You agree to us providing necessary information to authorities if required.

4. Securing and Maintaining Accessible Premises:

- a) Implement appropriate physical security measures (e.g., locks, alarms).
- b) Ensure our personnel have safe and unrestricted access for service delivery.
- c) Inform us of any hazards or restrictions that could affect our services.

5. Notification of Changes to Security Requirements:

- a) Inform us promptly of any changes in security needs, including modifications to premises or systems and any new risks identified.

Timely and accurate information helps us provide effective and tailored security solutions.





PART 10: Limitations and Liabilities

While we strive to provide the highest level of security, our liability for any breaches, damages, or losses resulting from failure to fulfil the responsibilities outlined above is limited to the extent specified in our service agreement, no system is infallible. This includes limitations on direct, indirect, consequential, or punitive damages arising from a security incident. We encourage our clients to maintain appropriate insurance coverage for any potential risks associated with security incidents.

Part 11: Warranties and Representations

We warrant that our services will be performed with reasonable care and skill.

1. **Service Quality:** We warrant that our services will be performed with reasonable care and skill, adhering to industry standards and best practices. If any deficiencies are found, we will promptly address and correct them.
2. **Qualifications and Experience:** Our team members are highly qualified and experienced, holding relevant certifications and staying updated with the latest security trends and technologies.
3. **Resources and Capabilities:** We possess the necessary resources and infrastructure, including state-of-the-art equipment and a reliable support network, to deliver comprehensive security services.
4. **Compliance:** We operate in full compliance with applicable laws and ethical standards, ensuring the protection of sensitive information and integrity in all our dealings.

These commitments are part of our service guarantee, with liability limited as per our service agreement.

PART 12: Security Audits

We may conduct security audits and assessments to ensure your security measures comply with industry standards and best practices. These audits include:

1. **Evaluation of Security Measures:**
 - a) Reviewing existing security protocols, systems, and procedures.
 - b) Identifying vulnerabilities and areas for improvement.
2. **Recommendations:**
 - a) Providing actionable suggestions to enhance security.
 - b) Aligning your security setup with the latest standards and best practices.
3. **Compliance Verification:**
 - a) Ensuring adherence to relevant laws and regulations.
 - b) Documenting findings and compliance status.

These audits shall help maintain a secure environment and support ongoing security improvements.





PART 13: Compliance with Laws

We shall commit to adhering to all relevant laws and regulations governing security and data protection. This includes:

1. UK Data Protection Act 2018:

- a) We shall ensure the lawful, fair, and transparent processing of personal data, protecting individual rights and ensuring data security.
- b) Our practices are designed to safeguard personal information against unauthorized access, alteration, or disclosure.

2. General Data Protection Regulation (GDPR):

- a) We comply with GDPR requirements, ensuring the privacy and protection of personal data within the European Union and for EU citizens.
- b) Our services include robust data handling practices, clear consent procedures, and data breach notification processes.

3. Private Security Industry Act 2001:

- a) We operate in compliance with the regulations governing private security services in the UK, including licensing requirements and standards for security personnel.
- b) Our security staff are trained and certified according to the requirements set forth in this Act.

4. Health and Safety at Work etc. Act 1974:

- a) We prioritize the health and safety of our employees and clients, ensuring that our operations meet the legal standards for workplace safety.
- b) This includes conducting risk assessments, providing appropriate training, and maintaining safe working environments.

PART 14: Termination

Either party may terminate these Terms or contract by providing at least **10 working days'** written notice, unless other agreed upon timeframe. Key points include:

1. Notice Requirement:

- a) Written notice must be given **10 working days'** in advance of the intended termination date.

2. Obligations During Notice Period:





- a) Both parties must continue to fulfil their contractual obligations until the termination date.

3. Post-Termination:

- a) Final payments and the return or secure disposal of confidential information must be handled promptly.
- b) Certain clauses, such as confidentiality, may continue to apply even after termination.

This process ensures a smooth and orderly end to the agreement.

PART 15: Governing Laws

These Terms are governed by the laws of England and Wales.

PART 16: Dispute Resolution

Any disputes arising from these Terms will be resolved by emailing us at contact@talcon-services.co.uk or by writing to us at:

Talcon Security Services Limited
Alison Business Centre
Mailbox 48
39-40 Alison Crescent
Sheffield
S2 1AS

