



APPENDIX A

Security Systems Officer Dorset Police Headquarters Winfrith Dorset DT2 8DZ

1. The National Police Chiefs' Council (NPCC) Police Requirements & Response to Security Systems (April 2018), has been adopted by the Dorset Police. The following variations permitted under the terms of the policy apply in this police area.
2. Automatic 999 dialling alarm equipment is not permitted.
3. All central monitoring station alarm messages must be transmitted to our Force Command Centre, Police Headquarters on dedicated ex-directory telephone lines. The number of which will be disclosed on receipt of a signed policy agreement (Appendix B).
4. The Dorset Police Service Standard is to aim to attend all urgent calls within 10 minutes in urban areas and 20 minutes in rural areas.
5. All correspondence should be addressed to the Security Systems Officer at the above address or via email to alarms@dorset.pnn.police.uk
6. Dorset Police will accept URN applications via email using Appendices F and G and alarm companies will be invoiced at the beginning of the following month by the Finance Department for the number of URNs issued. The current charge is £43.49 + VAT, per URN. The preferred method of payment is by BACS or company cheque multiple occupancy premise requiring several independent URNs (regardless of the type of control equipment) will be levied with a charge of £43.49 + VAT per URN.
7. Where a new occupier/owner of premises takes over an existing security system with both intruder and personal attack elements a reduced fee of £65.23 plus VAT will be payable. The same fee (as above) will be payable where an existing user decides to change their security company.
8. The Unique Reference Number (URN) remains the property of Dorset Police and must be quoted in all correspondence.
9. Dorset Police will treat false alarm activations for Intruder and Hold Up Alarms (previously PA) equally i.e. a warning will be issued after two false alarms and a withdrawal of police response will be invoked after three in any one year.
10. Disclosure of Convictions applies to all compliant companies with an installing branch within the Dorset Police area. With the exception of National Companies with regional branches, security checks for companies outside of this Force area will not be undertaken. All Appendix C conviction checks are to be forwarded to the Security Systems Officer at the above address.
11. Appendix D formula for company false alarm rates has not been adopted.
12. Dorset Police welcomes and encourages the use of secure e-mail correspondence to protect personal data. If you are not using a secure e-mail network, Dorset Police assumes that before submitting any e-mail correspondence, you will have sought and been provided with, the approval of your client(s) for any personal data to be sent, returned or acknowledged over an unprotected e-mail network.

13. If a telephone answering service is being used by an alarm company, this must be declared in writing to the Security Systems Officer.

14. General Data Protection Regulation and Data Protection Act 2018

Personal data supplied by you for the purposes of this process may be held on and/or verified by reference to information already held by us on computer. This processing of personal data will be governed by the GDPR and DPA 2018.

Security Systems Officer

July 2018