



M-R-S Communications Ltd

Bringing safety, security and expert communication



Leading the industry since 1978

Effective town centre radio communication solutions

Providing reassurance to staff and customers

M.R.S. Communications Ltd
Imperial Court
Viaduct Rd
Cardiff CF15 9JN

Tel: 02920 810810
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sales@mrscomms.co.uk

www.mrscomms.co.uk



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Bringing safety, security and expert communication



Storenet® & Nitenet™

Our Solution

- **High quality fully functional handportable radio**
Each user has the very latest high grade handportable radio with personal alarm and the Storenet® or Nitenet™ live mic.
- **Ease of membership**
M.R.S. Communications has established relationships with the majority of the national companies in retail and entertainment.
- **Dedicated Field Based Account Management**
Our Account Management team are on hand to support your BCRP with training, advice with business plans and accreditation.
- **High Visibility Window Stickers**
Lets everyone know you are a member of the radio link. Optionally, point of sale and bespoke merchandise can be designed for the partnership with additional refresher training through our website videos.
- **Staff Training**
Regular training by our dedicated trainers with website video support ensures your staff, both newcomers and existing, operate the radio to the highest standards.
- **Provision of Network Infrastructure**
Base station and antenna included in monthly rental. M-R-S will negotiate with site owners and install the network infrastructure to obtain maximum radio coverage.
- **Network Support 24/7**
Highly experienced engineers to maintain the network



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Imperial Court · Viaduct Road · Gwaelod-y-Garth · Cardiff CF15 9JN
T: 029 20 810 810 · F: 029 20 813 755 · E: sales@mrscomms.co.uk



STORENET • NITENET Customer Application/Hire Agreement

THIS FORM IS FOR:	PMR	SHORT-TERM HIRE	START DATE	END DATE	HIRE AGREEMENT	TAKE OVER

Company Details

Scheme/Town		Purchase Order No.	
Store Name & Address		Invoice Address (if different to registered business address)	
	Postcode		Postcode
Contact		Accounts Contact	
Job Title		Accounts Tel	
Tel		Accounts Email	
Mobile		Store No. (if applicable)	
Email		Who is authorised to purchase for this company? (Name)	
Company Reg. No.		Company VAT no.	

Personal Details if NOT a Limited Company

Mr/Mrs/Miss		First Name	
Middle Name			
Surname			
Date of Birth			
Home Address			
		Postcode	
Time at this address			

DATA PROTECTION ACT 2018 CONSUMER CREDIT – I understand that a credit search will take place using a credit referencing agency and the agency may keep details of any searches you make about me when you are taking credit decisions and assess risks about me and members of my household and also for debt tracing and preventing fraud. Any application with more than one party to the agreement will result in a financial connection between those individuals being established at the credit reference agency. I can contact you to find which agencies you have used so I can get a copy of my details from them. Please see the enclosed information sheet for details of how we process your information.

I / we agree to the terms and conditions (a copy of which can be provided on request) and accept full responsibility for the equipment detailed above and agree to pay for any damage / loss, and insurance for the equipment. I / we further agree to comply with the Storennet/Nitenet protocol, operational guidelines, radio codes of practice and Ofcom Licence for the operation of this system. All equipment must be indemnified by the hirer as detailed in clause 13 of the terms and conditions.

If your agreement or radio is suspended for any reason, any scheme that you are a member of will be informed of this along with the reason.

Product requirements

Name/brand of radio**		Model number of radio	
Analogue/Digital		Storennet/Nitenet configuration	
Rental cost per unit per week		No. of initial units p/wk	
Rental cost per additional unit p/wk		No. of additional units p/wk	Total cost of additional units p/wk
BCRP /Membership Fee		Total Rental cost fee per week	
Carriage charge will apply for delivery	Cost of Carriage £	Billing cycle to be charged	Monthly Quarterly Yearly
All charges are subject to VAT at the current rate			
Contract start date for takeovers** (if applicable)			
Signed and authorised by**		Print name**	Position**
Contact Telephone no**		Email address**	Date authorised**

OUR PAYMENT TERMS ARE STRICTLY 30 DAYS FROM DATE OF INVOICE

Rental / hire of equipment is for a minimum of 12 months and is subject to a satisfactory credit check, cancellations / termination of a contract requires 3 months' written notification. Please note that a minimum deposit per radio of £150 may be required but is fully refundable upon receipt of returned equipment and only if your account is at nil balance. A reconnection fee of £40.00 may be charged in the event of any radio disconnection.

Registered in England No: 01393536 · VAT Reg. No: 315356570



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PRIVACY AND PROCESSING OF PERSONAL DATA

RESPONSIBLE PERSON – DATA CONTROLLER

The person responsible for all matters concerning the privacy and processing of any personal data, also known as the data controller, can be contacted as follows:

Vanessa Davies - The Data Controller
M.R.S. Communications Ltd
Imperial Court
Viaduct Road
Gwaelod-y-Garth
Cardiff CF15 9JN

They can also be contacted by email vanessa.davies@mrscomms.co.uk or you can write to the above address.

YOUR RIGHTS

Under the General Data Protection Regulation, you have certain rights regarding your data. You have the right to ask us for a copy of any data we hold about you. You have a right to have any data that is incorrect, corrected. You have the right to object to the use of your data. You have the right to have your data provided to you to take elsewhere in a suitable format. You have the right to have your data deleted in certain circumstances. If you wish to exercise any of these rights, then please contact our Data Controller. You also have the right to lodge a complaint about the use of your data with the Information Commissioner. Details for the Information Commissioner and making a complaint can be found on their website at www.ico.org.uk

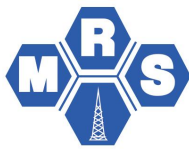
USE OF YOUR DATA:

We have collected the personal information that you have provided on the application form. We are processing this information because we have entered into a contract with you to provide you with a radio unit and as part of your Storenet scheme. Your information will be used by administrative and technical staff within M.R.S. Your basic contact information such as your name and radio call sign will be shared with other members of your local Storenet. Your contact information may also be shared with local crime prevention organisations, the police and the local authority. We may also give your Name and Address to a courier service so that your equipment can be delivered. We may also conduct a credit search using your information. We process the results of this search to help us to prevent fraud and non-payment risk.

If you are a member of a crime reduction scheme and we have cause to suspend your radio use or cancel your contract for any reason, this will be shared with the crime reduction partnership along with the reason for the suspension or cancellation.

Your details are stored securely on a password protected system within the UK. We will keep your details as long as you remain a customer. When you are no longer a customer, we will keep your information in our archive for 10 years. This is to comply with our legal obligations. Once we no longer need to hold any of your information it is securely disposed of.

We may also hold some information about your payments and your bank details so that we can use direct debit to collect your payments. This information is held securely in our financial payments computer system. This is a very secure system and uses encryption and password protection to prevent unauthorised access.



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

M.R.S. Communications Ltd
Imperial Court
Viaduct Road
Gwaelod-Y-Garth
CARDIFF
CF15 9JN

Originator's Identification Number

8	3	7	4	7	0
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Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

Postcode

Reference

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FOR M-R-S Communications Ltd OFFICIAL USE ONLY
 This is not part of the instruction to your Bank or Building Society.

Instruction to your Bank or Building Society

Please pay **M.R.S. Communications Ltd** Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with **M.R.S. Communications Ltd** and if so, details will be passed electronically to my Bank/Building Society.

Signatures

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

DD11

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

- If there are any changes to the amount, date or frequency of your Direct Debit **M.R.S. Communications Ltd** will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request **M.R.S. Communications Ltd** to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by **M.R.S. Communications Ltd** or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when **M.R.S. Communications Ltd** asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.