

E.Q.A. (IRELAND) LIMITED
On-Line Certification Website
www.securitycert.eqa.ie

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Privacy Statement

This privacy statement sets out how EQA (Ireland) Limited (“the Company”) uses and protects any information that you give the Company when you use this website.

The Company is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this Privacy Statement.

The Company may change this statement from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from the 19th day of November, 2018.

Collection and use of personal information

All data collected on this site shall be processed in compliance with the Data Protection Acts 1988 to 2018 and the European General Data Protection Regulation (“GDPR”) as amended, modified or consolidated (“the Data Protection Acts”). The Company will not use this website to collect personal information covertly. The only personal information collected is information which is volunteered by you (e.g. by your filling in on-line forms). Save as set out herein this data will not be shared with any third parties unless required by law.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer requirements

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers, producer initiatives and other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customize the website according to your needs and/ or interests.

You as the have the right to object to direct marketing that uses your personal information.

EQA is not using any automated decision making.

The personal information is not processed outside the European Economic Area.

On-line Certificates

This site provides a facility whereby certificates may be generated by users on-line. In order to generate an on-line certificate you will be required to provide information in respect of any third party the subject of such certificate, including personal data and information regarding the security services provided to such party.

Where subsequent to the inputting by you of information in respect of third parties you discover that such information is incorrect, you may amend or correct certain of such information to ensure its accuracy and veracity.

Such information will be retained by the Company only for so long as such information is required or as otherwise required by law and will only be used by the Company for certification purposes. A limited summary of such information may be provided to auditors for use in the auditing of the certification process. The Company will never use such information to contact such third parties directly for any purpose.

Notwithstanding the above, it is the intention of the company to retain on-line certificates for a period of 7 years. All certificates present on the on-line certificate tool on 19th November 2018 will be removed in November 2025, thereafter, certificates will be removed on a rolling basis.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect on-line.

Online Payment Facility

This site includes a facility for the making of payments by you to the Company by credit or debit card. Our card services partners are Global Payments. When such facility is selected by you, you will be directed to an independent third party secure site operated by Global Payments. Your credit or debit card information is not retained on this site, rather it is securely transferred to Global Payments. Once payment is confirmed by Global Payments you will automatically be redirected back to this site.

Right of Access, Rectification or Erasure

You may request details of personal information which we hold about you under the Data Protection Acts. On request, the Company will provide a copy of the personal information collected from this website. Any such requests must be made in writing by registered post to our registered office for the time being and will be processed within one month of receipt provided we can validate the identity of the person making the request.

If you believe that any information we are holding on you is incorrect or incomplete, please notify us in writing by registered post as set out above.

You have the right to have your personal information rectified or erased and to object to the processing of your personal information or have such processing restricted. You have the right of portability of your personal information. You have the right to lodge a complaint regarding the processing of your personal information with the Data Protection Commissioner.

Personal information will be retained by EQA for no longer than is necessary for the purposes for which we need to use it. Generally, in respect of personal information gathered through a contract, we will retain this personal information for the duration of that contract and for a period of up to six years. We may also retain personal information for as long as required by law, regulation, or instruction of a relevant accreditation body.

Legal Basis

We process personal information where it is necessary for the following purposes:

- For the performance of a contract whereupon such a contract is agreed between both parties;
- To fulfil a legal obligation with which we must comply.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Privacy Statement. You should exercise caution and look at the Privacy Statement applicable to the website in question.

Any use of the website www.ega.ie should be with reference to its own Privacy Statement as, although maintained by the Company, it is an independent website.