

## **E.Q.A. (IRELAND) LIMITED**

[www.eqa.ie](http://www.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 6<sup>th</sup> day of June 2018.

#### **Collection and use of personal information**

All data collected on this site shall be processed in compliance with the Data Protection Act 1988, the Data Protection (Amendment) Act 2003 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.

#### **Request for Quotation**

Completed "Request for Quotation" forms will be processed for the purpose of providing a quotation for services. The Company may contact you by phone or email to discuss information contained within the "Request for Quotation" and may contact you following the issue of a quotation for the purpose of Sales and Marketing directly related to the quotation.

#### **Client Audit Feedback**

The Company offers you the option of providing feedback in respect of the audit service provided by it. This is available through the "Client Audit Feedback" link on this website and the Company may send you a hyperlink to this web page in the course of the services provided to you. Where your response indicates a dissatisfaction with the service provided, the Company may contact you in order to request more detailed information regarding your dissatisfaction. Any information provided by you through this web page and as set out above

may be provided to the Auditors and will be used only in accordance with this Privacy Statement.

### **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, fax or mail. We may use the information to customise the website according to your needs and/ or interests.

You as the Client 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.

### **Security**

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

### **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:

- In the legitimate interests both parties, for the provision of a quotation for services as per our 'Request for Quotation' form and process;
- 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.

In addition, this website contains a link to the Company's on-line certification website [www.securitycert.eqa.ie](http://www.securitycert.eqa.ie). This is an independent website which, although maintained by the Company, has its own Privacy Statement to which you should refer.