



## Privacy Policy

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## 1. Overview

This privacy policy outlines how we as an organisation uses the personal data we collect from you when you use our website, Our Phone Systems and your interaction with our services.

## 2. What data do we collect?

We collect the following data:

**Online** - Name, Email Address, Phone Number, Address, Vehicle Make + Model and Vehicle Registration

**Phone** - Phone Number, Audio Recording

**In Person** - Name, Email Address, Phone Number, Address, Vehicle Make + Model and Vehicle Registration

## 3. How do we collect your data?

On our website your information may be collected in the following ways:

- Online Contact Forms
- Customer Check in Forms (Microsoft Forms)
- Customer Detail Forms (Microsoft Forms)
- You Email us
- Telephone
- Written Form

Data is obtained directly from you, on a voluntary basis when:

- You Complete a Customer Details Request
- You Complete an Online Contact form as part of a request for quote or information
- Email us
- Use or View our website via your browsers cookies.
- Fill out Physical Forms
- Continue to provide your Information after the telephone prompt.

Our Company may also receive your data indirectly from the following sources:

- Our web server, which may log your IP address and ISP for the purposes of providing DDOS Services, or for the use in identifying cybercrime.
- Your Insurance Company through Email or Through Audatex
- Through CCTV Audio Recordings

## 4. How will we use your data?

Our Company Collects your data so that we can:

- Maintain a Vehicle to Owner relationship
- Process your Booking
- Provide you with a Legal Invoice
- Provide Replacement Parts for your vehicle
- Keep in contact you during the booking lifecycle

In certain cases data may be exchanged with 3<sup>rd</sup> Parties under specific cases if you agree:

- In the case of insurance customers, we may exchange your personal information with your insurance company or the insurance company from which you are a claimant for the purpose of processing your insurance claim.
- In the case of recovery of a vehicle, we use a dedicated partner(s), in which we will exchange basic information such as your Name and your Telephone number for the purpose of allowing the partner to contact you in order to arrange collection or recovery of your vehicle. Partners listed as follows:
  - KFG Ltd, Sharavogue, Kilmacanogue, Co. Wicklow
  - Camel Tow Recovery, Delgany, Co. Wicklow

## 5. How do we store your data?

Our company uses a number of systems to store and secure your data, as outlined below:

Data Type	Retained	System	Geographic Location	Security Precautions
Website Contact Forms	90 Days	Exchange Online	Dublin/Amsterdam	Email is classified automatically as Confidential for Employees Only, Azure Information Protection is employed to Prevent Forwarding or Exfiltration from the Organisation. Office Staff Access Only
Customer Check in Forms	180 Days	Microsoft Forms, Sharepoint Online, Microsoft Flow	Dublin/Amsterdam	Systems are secured to allow access from our Woodstock Premises, access by staff outside of the premises requires 2FA. Office Staff Access Only
Customer Detail Forms	180 Days	Microsoft Forms, Sharepoint Online, Microsoft Flow	Dublin/Amsterdam	Systems are secured to allow access from our Woodstock Premises, access by staff outside of the premises requires 2FA. Office Staff Access Only
Email	365 Days, Archived for 5 Years for Legal Discovery	Exchange Online	Dublin/Amsterdam	Email is classified automatically as Confidential for Employees Only, Azure Information Protection is employed to Prevent Forwarding or Exfiltration from the Organisation. Office Staff Access Only.
Telephone Recordings	365 Days	Online SIP Provider	Wicklow	Can only be accessed by Operations Manager

Written Forms	Physical – 5 Days Digital – 5 Years for Discovery Purposes	Sharepoint Online	Dublin/Amsterdam	Physical Forms are retained on premise for upto 5 days, they are scanned immediately to sharepoint online for purpose of retaining digital record.
Your Booking	Indefinitely	Sharepoint Online	Dublin / Amsterdam	Systems are secured to allow access from our Woodstock Premises, access by staff outside of the premises requires 2FA. Office Staff Access Only
Customer Contact Details	Indefinitely	Sharepoint Online	Dublin / Amsterdam	Systems are secured to allow access from our Woodstock Premises, access by staff outside of the premises requires 2FA. Office Staff Access Only

## 6. Marketing

Our Company would like to send you information about products and services of ours that we think you might like, if you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other members of the Our Company Group.

If you no longer wish to be contacted for marketing purposes, please [click here](#).

## 7. What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights.

Every user is entitled to the following:

- The right to access - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.
- The right to erasure — You have the right to request that Our Company erase your personal data, under certain conditions.
- The right to restrict processing - You have the right to request that Our Company restrict the processing Of your personal data, under certain conditions.
- The right to Object to processing - You have the right to Object to Our Company's processing Of your personal data, under certain conditions.

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- The right to data portability - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any Of these rights, please contact us at our email:

Call us at: 01-2873017

Or write to us: Michael O'Brien, O'Brien Collision Repair Centre, Unit 4/5 Woodstock Business Park, Kilcoole, Co. Wicklow

## **8. What are cookies?**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## **9. How do we use cookies?**

Our company users cookies in a limited amount of ways in order to personalize our website to any preference you may have opted to set.

They may be additionally used in order to understand how you use our website.

## **10. What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

**Functionality** — Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

**Advertising** — Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website you may be shown advertising based on your browsing patterns on our website.

## **11. How to manage your cookies**

You can set your browser not to accept cookies and the above listed website will instruct you on how to preform this. Our website will work normally without this.

## **12. Privacy policies of other websites**

From time to time our website may contain links to other websites or content, our privacy policy applies to our website and customer portals; If you click on a link to other websites we encourage you review their privacy policy before engaging the website.

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### **13. Changes to our privacy policy**

Our company keeps its privacy policy under regular review and places any updates in this document on our website or with customer bookings. This privacy policy was last updated as stated in the cover page.

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## **14. How to contact us**

If you have questions or concerns please do not hesitate to contact us

Call us at: 01-2873017

Or write to us: Michael O'Brien, O'Brien Collision Repair Centre, Unit 4/5 Woodstock Business Park, Kilcoole, Co. Wicklow

Email us: Michael [at] chek [dot] ie

## **15. How to contact the appropriate authority**

Should you wish to make a complaint or if you feel we have not sufficiently addressed your concern in a satisfactory manner you may contact the data protection commissioners office.

Website: <https://www.dataprotection.ie/en/contact/how-contact-us>