

Airwave Internet Privacy Policy



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Contents

Who We are.....	3
Information That We Collect	3
How We Use Your Personal Data	4
Your Rights	4
Data Protection Breach	5
Sharing and Disclosing Your Personal Information.....	5
Safeguarding Measures	5
Transfers Outside the EU	5
Consequences of Not Providing Your Data	6
How Long We Keep Your Data	6
Changes to Policy	6
Cookie Policy.....	6

Who We are

Airwave Internet (*'we' or 'us' or 'our'*) collects, processes and stores Personal sensitive data on an ongoing basis. We are committed to protecting and respecting your privacy in compliance with the Data Protection Acts 1988 and 2003 (as amended), and GDPR.

This policy applies to all data held by Airwave Internet this includes electronic and paper records it explains when and why we collect personal information about people, how we use it, the conditions under which we disclose it to others and how we keep it secure. It outlines how you can access the information we hold about you or how you can have it updated or, if you wish, erased.

Airwave Internet registered office is at Lackabeha, Carrigtwohill, Co. Cork and we are a company registered in Ireland under company number 399334. We are registered on the Data Protection Commissioner Register; registration number 18089/A and act as the data controller/data processor when processing your data. Our designated Data Protection Officer/Appointed Person can be contacted at

Unit 8, Barryscourt Business Park, Carrigtwohill, Co.Cork - T45HP63 / info@airwave.ie

Information That We Collect

Airwave Internet processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

If you provide us with consent to process your personal data so as to contact you in relation to our products and services as outlined -

The personal data that we collect from you is:

- Name
- Date of Birth/Security question
- Home Address
- Personal /Business Email
- Home Telephone Number
- Mobile Telephone Number
- Eircode
- Payment details

We collect information in the below ways:

- When you enquire about our service through our website
- Speaking to us face to face you give us certain information voluntarily
- Application forms
- Online forms
- Website orders
- Phone calls
- emails

How We Use Your Personal Data

Airwave Internet takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time.

The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data in the performance of a contract or to provide a service and to ensure that services are completed and can be provided to your preferred address
- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes
- Customer support (including diagnostics and trouble-shooting or availability of service)

Your Rights

- Section 4 of the Data Protection Act(s) provide individuals with a right of access to personal data relating to them which is held by Airwave Internet, and the response is to be given no later than 40 days from receipt of the request.
- It should be noted that there are exceptions and limitations on the right of access to personal data. The right of access does not apply in some cases where the needs of civil society may be jeopardised, such as the need to investigate crime effectively, or the need to protect the international relations of the state.
- The right of access does not include a right to see personal data about other individuals without that other person's consent, to protect their personal rights.
- If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.
- You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us.
- Where you have given us consent to process your personal data, you have the right to withdraw that consent at any time
- Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.
- If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Data Protection Breach

Any loss of personal data in paper or digital format will be responded to and managed in accordance with Airwave internet Data Security Breach Procedures and in compliance with the provisions set out in the Data Protection Commissioner's Personal Data Security Breach Code of Practice (the "Code of Practice").

A summary of any data breach that occurs, containing the facts relating to the personal data breach, its effects and the remedial action taken, will be recorded in the Airwave Log of Data Breaches that is maintained by the DPO.

Sharing and Disclosing Your Personal Information

- We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.
- Airwave Internet uses an external call centre to provide services and business functions on our behalf, however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.
- We do not sell or distribute your personal information to third parties for purposes of allowing them to market products or services to you

Safeguarding Measures

Airwave Internet takes your privacy seriously and implements appropriate physical and technical security measures against unauthorised access to, or alteration, disclosure, destruction or unlawful processing of personal data and against the accidental loss or destruction of such data. Employee access to personal data that is held by Airwave Internet is restricted on a need to know basis and is reviewed periodically.

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. Airwave Internet utilize some products or services (or part of them) that may be hosted/stored in America, which means that we may transfer any information which is submitted by you through our online website enquiry form or via a telephone call(s) outside the European Economic Area ("EEA"). We have ensured that these trusted parties are GDPR compliant and comply with EU-US Privacy shield.

Therefore, when you call us or send us an enquire through our website, the personal information you submit may be stored on servers which are hosted in America. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by Airwave Internet to protect your data and comply with the relevant protection laws.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Airwave Internet, however, as this information is required for Airwave Internet to provide you with our services/deliver your products/legitimate interests, we will not be able to offer some/all our services without it.

How Long We Keep Your Data

- Airwave Internet only ever retains Personal data for no longer than necessary for the purpose(s) for which it is acquired.
- Personal data may not be retained indefinitely.
- Personal and personal sensitive data is stored and retained in compliance with the Data Protection Act(s) and in keeping with Airwave Internet Data Retention Policy.
- When we no longer require your data, we will either remove it or anonymise it from our system in which case we will not be able to identify you.
- Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Changes to Policy

This is a live Policy and may change from time to time. You should check this Policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

Cookie Policy

Cookies are small pieces of information, stored in simple text files, placed on your computer or internet enabled device by a web site. Typically, it is used to ease navigation through the Website. Cookies can be read by the web site on your subsequent visits. In addition, the information stored in a cookie may relate to your browsing habits on the web page, or a unique identification number so that the web site can remember you on your return visit.

We do not use cookies on our website.