

# Privacy Statement

## 1.0 Introduction

vCloud.ie is a Disaster Recovery, Business Continuity and Security Services business committed to protecting and respecting your privacy. This Privacy Statement sets out how we, as a Data Controller, collect, use, process and disclose the personal data (“Data”) that we collect from our customers and / or prospective customers , or that you provide to us, on our website [www.vcloud.ie](http://www.vcloud.ie) (“Site”).

By visiting this website, you are accepting the terms of this Website Privacy Statement. Any external links to other websites are clearly identifiable as such and we are not responsible for the content or the privacy policies of these other websites.

Please read the following carefully to understand our use of your Data.

## 2.0 Types of information Collected

There are two types of information collected.

### 2.1 Personal Data

This data identifies you or can be used to identify you and includes:

- your name;
- your phone number;
- your email address;
- your company name;
- your address;
- information that you provide by filling in forms on our Site.

### 2.2 Non-Personalised Data

Like most websites, we gather statistical and other analytical information collected on an aggregate basis of all visitors to our website using Google Analytics and Cookies. Google Analytics necessitates the transfer of some data to servers in the United States. The Google Analytics Privacy Statement is available at - <https://support.google.com/analytics/answer/6004245?hl=en>

This Non-Personal Data comprises of information that cannot be used to identify or contact you and includes data such as demographic information such as:

- user IP addresses;
- browser types;
- time spent on site;
- pages browsed;
- or other anonymous statistical data involving the use of our website.

Please review our Cookie Policy to understand how we use Cookies.

### **3.0 Purposes for which we hold your data**

#### **3.1 Personal Data**

We will process any Personal Data you provide to us for the following purposes:

- to provide you with the goods or services you have ordered;
- billing purposes;
- to contact you if required in connection with your order or to respond to any communications you might send to us;
- service requests or issues;
- to keep you informed of updates to our services;
- newsletters.

#### **3.2 Non-Personal Data**

We use the Non-Personal Data gathered from visitors to our websites in an aggregate form to get a better understanding of where our visitors come from and to help us better design and organise our websites and on-line applications.

### **4.0 Disclosure of Information to Third Parties**

We will not disclose your Data to third parties unless you have consented to this disclosure or unless the third party is required to fulfil a request you have made or contract that you have entered into. Where appropriate, Personal Data may also be processed by our service providers in which case we will take steps to ensure that the processing complies with applicable data protection and confidentiality laws.

We will also disclose your data if we believe in good faith that we are required to disclose it in order to comply with any applicable law, a summons, a search warrant, a court or regulatory order or other statutory or legal requirement.

We may provide Non-Personal Data to third parties, where such information is combined with similar information of other users of our Site. For example, we might inform third parties regarding the number of unique users who visit our Site, the demographic breakdown of our community users of our Site or the activities that visitors to our Site engage in while on our Site. The third parties to whom we may provide this information may include web developers, server providers, and providers of advertising services (including website-tracking services), commercial partners, sponsors, licensees, researchers and other similar parties.

### **5.0 How do you Access / Update / Delete your Data**

You have various rights relating to how your personal data is used. These include:

#### **5.1 The right to ask for access to the information we hold on you**

When we receive a request from you in writing, we must give you access to the information you have requested as well as details of the processing, the categories of personal data concerned and the recipients of the personal data. We will provide the first copy of your personal data free of charge but we may charge you a reasonable fee for any additional copies.

## **5.2 The right to change information you think is inaccurate**

You should let us know if you want to change the personal data we hold. We may not always be able to change or remove that information, but we will correct factual inaccuracies and may include your comments in the record.

## **5.3 The right to delete information (your right to be forgotten)**

In some circumstances you can ask for your personal information to be deleted, for example, where:

- your personal information is no longer needed for the reason that it was collected in the first place;
- you have removed your consent for us to use your information (where we have no other legal reason us to use it);
- there is no legal reason for the use of your information;
- deleting the information is a legal requirement

Please note that we cannot delete your information where:

- we are required to have it by law;
- it is used for freedom of expression;
- it is used for public health purposes;
- it is used for scientific or historical research or statistical purposes where deleting the data would make it difficult or impossible to achieve the objectives of the processing; or
- it is necessary for legal claims.

## **5.4 The right to ask us to limit what we use your data for**

## **5.5 The right to have your data moved to another provider (data portability)**

If you move to another provider, you have the right to request that your data is transferred. The data will be provided in an easily readable format.

## **5.6 The right to make a complaint**

If you feel your request is not being handled or managed correctly, you have the right to make a complaint. Please see the Contact Us section.

## **6.0 Sale of Business**

We reserve the right to transfer information (including your Personal Data) to a third party in the event of a sale, merger, liquidation, receivership or transfer of all or substantially all of the assets of vCloud.ie provided that the third party agrees to adhere to the terms of the Statement and provided that the third party only uses your Personal Data for the purposes that you provided it to us. You will be notified in the event of any such transfer and will be afforded an opportunity to unsubscribe.

## **7.0 Security**

Your Personal Data is stored on secure servers hosted by our Customer Relationship Management (CRM) software provider, ConnectWise. Their Privacy Statement can be read at -

<https://www.connectwise.com/privacy-policy>. ConnectWise are a Software as a Service (SaaS) provider. Access to this information is via secure VPN and multi-authentication access to the secure vCloud.ie portal. The nature of the Internet is such that we cannot guarantee the security of information you transmit to us via the Internet. However, security is of the utmost importance to us and we will take all reasonable steps (including appropriate technical and organisational measures) to protect your Personal Data.

Where you have been given (or where you have chosen) a password which enables you to access services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

If you think that there has been any loss or unauthorised access to your vCloud.ie portal, please let us know immediately.

## **8.0 Changes to the Privacy Statement**

vCloud.ie reserves the right to change this Privacy Statement from time to time at our sole discretion. These changes will be posted on this website so that you are aware of what information we are collecting, how we use it, and under what circumstances, if any we may disclose it.

Your continued use of this website after changes are made is deemed as acceptance of those changes, so please check this Statement regularly for changes

## **9.0 Contact Us**

If you have any questions or concerns regarding how vCloud.ie process or store your Personal Data, please contact us at [privacy@vcloud.ie](mailto:privacy@vcloud.ie), or write to us at: The CIO, vCloud.ie, Unit W4D1 Belgrave Building, Newhall, Naas, Kildare, Ireland. All queries will be replied to within 30 days of receipt of the letter or email.

The Supervisory Authority in Ireland may also be contacted at [info@dataprotection.ie](mailto:info@dataprotection.ie) you have any concerns or questions about the processing of your personal data.