

## **IPRA Privacy Policy**

This privacy policy sets out how the Irish Petrol Retailers Association (IPRA) uses and protects any information that you give IPRA when you use our website.

The IPRA 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.

IPRA may change this policy 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 25 May 2018

### **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 surveys and/or offers

### **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:

- Details for trade association membership
- Email for communication purposes and updated you with membership information
- Internal record keeping/accounting
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or 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 interests.

### **IPRA website ([www.ipra.ie](http://www.ipra.ie) )**

Some pages of our website may permit you to send emails or other messages to us. Emails and messages sent to us will contain your name and email address, as well as any information you may wish to include in the message.

### **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.

### **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.

### **Sharing personal data and locations of processing**

Personal data held by us may be transferred to:

- Third party organisations that provide applications/functionality, data processing or IT services to us. IPRA uses third parties to support us in providing our services and to help provide, run and manage our internal IT systems. For example, providers of information technology, cloud based software as service providers, website hosting and management, data analysis, data back-up, security and storage services. The servers used by these cloud infrastructures are located in secure data centres around the world, and personal data may be stored in any one of them.
- Third party organisations that otherwise assist us in providing goods, services or information
- Auditors and other professional advisers
- Law enforcement or other government and regulatory agencies or to other third parties as required by, and in accordance with, applicable law or regulation.

Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal data, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime, to establish, exercise or defend legal rights. We will only fulfil requests for personal data where we are permitted to do so in accordance with applicable law or regulation.

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [office@ipra.ie](mailto:office@ipra.ie)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the address below. We will promptly correct any information found to be incorrect.

### **How we protect your personal data**

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. We secure access to all transactional areas of our websites using 'https' technology. Access to your personal data is password-protected, and sensitive data such as payment card information is secured.

We regularly monitor our system for possible vulnerabilities and attacks to identify ways to further strengthen security.

### **How long will we keep your personal data?**

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

With regard to membership, when you leave our trade association, no further processing of your personal data will take place, but we will typically retain your personal data for a period of seven years for VAT & tax compliance reasons. At the end of the retention period, your data will be deleted completely.

### **Your rights over your personal data**

According to data protection laws you have the right to request:

- A copy of the personal data we hold about you
- The correction of your personal data if it is incorrect, incomplete or out of date
- That we stop using your personal data for marketing of products or services (either through specific channels, or all channels).

- That we stop any consent-based processing of your personal data after you withdraw that consent.

Please note, for the purposes of administering a trade association we have a legitimate interest in keeping you informed about changes in regulations, technical requirements and safe working practices.

To request a copy of the personal data we hold for you, please write to the Data Protection Coordinator at IPRA, Ashgrove House, Kill Avenue, Dun Laoghaire, Dublin or email us at [office@ipra.ie](mailto:office@ipra.ie) with “Subject Access Request” as the title.

### **Contacting the regulator**

At any time, if you feel that we have not responded satisfactorily to your request, or if you feel that your data has not been handled correctly, it is within your rights to register a complaint with the relevant data protection regulator in your country of residence.

- Republic of Ireland, contact the Data Protection Commissioner via [www.dataprotection.ie](http://www.dataprotection.ie)

If accessing the site from the UK, contact the Information Commissioner’s Office via [www.ico.org.uk](http://www.ico.org.uk)

### **Any questions?**

We hope this Privacy Notice has been helpful in explaining how we handle your personal data and your rights to control it.

If you have any further questions, please don’t hesitate to contact our Data Protection Co-ordinator for further guidance:

Email us at [office@ipra.ie](mailto:office@ipra.ie) with “Data Protection Enquiry” as the title.

Alternatively, write to us at IPRA, Ashgrove House, Kill Avenue, Dun Laoghaire, Dublin.

From the UK, you may also wish to consult the Data Protection Office via [www.dataprotection.ie](http://www.dataprotection.ie)

### **Last updated**

This notice was last updated on 21st May 2018.