

## **Critical Data Services Privacy Statement**

This statement details how we respect and ensure the privacy of personal data you provide to us for the purposes of data recovery.

### **Who We Are:**

When we refer to “Critical Data Services”, “Critical Data”, “CDS”, “we” or “us”, we refer to Critical Data Services Limited, with registered office at Unit 719, Northwest Business Park, Ballycoolin, Dublin 15 and registered company number 443960.

Critical Data Services provides specialist services in data recovery and data migration.

More information is available at [www.criticaldata.ie](http://www.criticaldata.ie)

### **Personal Data:**

When we refer to personal data we mean any data that relates to you, for example your name, phone number, postal address or email address.

Additionally, due to the specialist data recovery services that we provide, this also includes personal data in files stored on devices you submit to us for data recovery.

The most common examples would be:

Documents such as Microsoft Word, Adobe PDF, and so on.

Multimedia image files such as photographs and videos.

### **Personal Data About Others That You Provide To Us:**

If you wish to specify an alternative contact or representative, you should be sure that you have their approval to do so. You should refer them to this Data Privacy Notice and be sure that they know that you are sharing their personal information with us for the purposes detailed in this Data Privacy Notice.

### **Sensitive Data:**

Sensitive personal data includes such things as, for example, medical or criminal records. While we will not ask for any such information, any device you submit may contain sensitive personal data.

### **How We Collect Your Personal Data:**

We ask you directly for any personal data that we need in order to deliver our service to you.

We may gather this information by telephone, via our web site enquiry forms, and also by email or postal correspondence.

This data includes identity and contact information such as:

Name, phone, address, email, additional representatives contact details if provided.

Card details for processing transactions. These details are processed on a secure online web terminal per transaction, and not stored on our systems.

It also includes information relating to your particular data recovery project, such as:

Information regarding submitted media contents and required data, i.e. details of any data contained on memory devices, such as hard drives, USB keys, memory cards, phones etc.

As mentioned above, the device that you submit may also contain your personal data. While we may have no prior knowledge of the personal data contained on any submitted device, the way we receive any such data from you depends upon your chosen delivery method, for example post, courier, or delivery in person by coming to our premises.

We may also record CCTV images if you visit our premises in person.

#### How We Use Your Personal Data:

We use the information provided by you for the purpose of communicating with you regarding your data recovery project, and to ascertain the quality of the result we achieve with your data recovery project. All your personal data is treated in a manner governed by the principles set out in this Data Privacy Notice.

In particular, we use your personal data to:

Fulfil our data recovery services to you.

Process and account for payments made or balances due.

Comply with regulatory requirements as set out in law.

CCTV:

CCTV monitoring is in operation at our premises, as indicated by signage.

CCTV is recorded for the safety and security of you and our staff and is routinely deleted after 30 days.

#### Sharing Your Personal Data:

In the course of our engagement with you, we may share your personal data with third parties, for example:

Collection, storage and processing of personal data using online/cloud-based hosting services, such as online payments processing, managed online email/data storage.

Collection, storage and processing of personal data using phone message forwarding services, web enquiry forms and shipping companies.

If the third party is a data controller, they have the same obligations under Data Protection law to protect your data as we do.

If the third party is a data processor, we require that these third parties provide a sufficient guarantee that the necessary safeguards and controls have been implemented to ensure there is no impact on your data rights and freedoms.

We may also have to share information with third parties to meet any applicable law, regulation or lawful request. Examples include Revenue compliance, Garda requests etc.

#### Sharing Your Personal Data Outside The EU:

We may transfer your personal information outside of the European Economic Area (EEA) to help us provide you with products and services, for example, using online/cloud-based hosting services as mentioned above. We expect the same standard of data protection is applied outside of the EEA to these transfers and the use of the information, to ensure your rights are protected.

#### How Long We Keep Your Personal Data:

The personal data that we store can be broadly divided into two categories:

1. Information you provide to us to enable us to carry out our services for you, such as your contact information and information on required data.  
We do not hold your information for longer than we need in order to carry out our services and to meet our legal and regulatory obligations. We will hold your information while you are a customer and for a period of time after that. We do not hold it for longer than necessary.
2. Data physically stored on the device you submit for recovery.  
On completion of our data recovery service to you, it is our standard policy to return your submitted device to you, unless you request that we securely destroy it. Any recovered data stored on our systems in the course of your data recovery is retained for 14 days after dispatch of your recovered data and/or submitted device to you, after which time it is deleted, unless you specifically agree otherwise.

#### How We Keep Your Personal Data Safe:

We have implemented procedures and technical measures in order to keep your personal data safe, including:

Perimeter controls that exceed industry standard, such as monitored alarm, multiple hi-definition CCTV cameras, biometric access controls to sensitive areas.

Industry standard network security and data encryption.

Password protection of USB return media where applicable.

#### Your Rights Regarding Your Personal Data:

- *Access data* – You can request a copy of the personal data we hold on you and information about how this data is processed.
- *Rectification* – If data is inaccurate you have the right for it to be rectified. If data is incomplete you can request for it to be updated so it becomes complete.

- *Erasure /right to be forgotten* – You may request to have your personal details deleted. This may not be granted if it affects our business requirements or legal obligations. Certain information may need to be retained, for example payment & invoicing records.
- *Restrict processing or object to processing* – request that your personal data is restricted or object to it being used for particular purposes (e.g. direct marketing).
- *Data portability* – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain circumstances.

#### How to Exercise Your Rights:

Call us at: 01-8612280

Email us at [\[dpo@criticaldata.ie\]](mailto:dpo@criticaldata.ie)

Write to us at: Critical Data Services Limited, Unit 719, Northwest Business Park, Ballycoolin, Dublin 15.

#### **Cookies**

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

You can view our cookie policy [here](#).

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

#### Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

#### Changes to our privacy policy

Critical Data Services keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on April 7, 2021.

#### Contacts:

If you have any queries or complaints about how we process your data, please contact us by email at [\[dpo@criticaldata.ie\]](mailto:dpo@criticaldata.ie) or in writing to Critical Data Services Limited, Unit 719, Northwest Business Park, Ballycoolin, Dublin 15.

If you have a complaint, please provide as much detail as you can regarding your issue so that it can be effectively addressed. We would however caution you against including large amounts of personal data in an email, as email is an inherently insecure communication and may be viewed in transit by third parties.

You also have the right to make a complaint to the Data Protection Commission where you feel that your rights have not been appropriately served by us ([www.dataprotection.ie](http://www.dataprotection.ie)). You can contact the Data Protection Commission by calling LoCall 1890 25 22 31, emailing [info@dataprotection.ie](mailto:info@dataprotection.ie) or writing to **Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28.**