

Weatherglaze Systems Limited Privacy Statement

Introduction

Weatherglaze Systems Limited is strongly committed to protecting the data protection rights of its user community, customers, and employees. The intent of this privacy statement is to detail the information Weatherglaze Systems Limited may gather about individuals who visit its website or in day-to-day interactions and how that information is used. You should read this statement carefully before using the website and our services.

In this Privacy Statement we refer to personal data, which is defined as information concerning or relating to a living person (a natural person who hereafter will be called the Data Subject) Data Protection Laws such as the General Data Protection Regulations seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU.

Weatherglaze Systems Limited website is for use by people who are 16 years and over only.

It is not our intention to collect any special categories of personal data about you from our website, or during general business activities (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor is it our intention to collect any information about criminal convictions and offences. However, if it is necessary to collect special categories of personal information and/or criminal conviction data, we will only do so with your explicit consent and we will explain the purpose for which the information will be used at the point when we ask for your consent.

This is not an exhaustive statement of all our data protection practices and we may apply specific policies within certain environments. We might include a separate privacy statement at the point of capturing data on a new service and any specific consents obtained or information provided in this way will apply specifically to that service and will supplement this Statement.

We will update this Privacy Statement from time to time to reflect any material changes in technology, legislation or data use practices which may materially affect the way in which we process Personal Data.

Your acceptance of these Privacy Statement Terms

By using our site or availing of our services, you agree to be bound by this Privacy Statement.

1. Categories of Personal Data and how we use it

This section of the Privacy Statement sets out the type of personal data collected by Weatherglaze Systems Limited, the purposes for which such personal data is collected and processed and the lawful justifications for such processing in the context of our Websites. We may collect, use, store and transfer various kinds of personal data about you which we have grouped together as follows;

- Identity Data includes first name, last name, username or similar identifier, title, and gender. It may also include your image or in certain circumstance a vehicle registration or vehicle

make and model (when captured on CCTV or via Dash Camera footage).

- Contact Data includes email address, telephone number and postal address.
- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, cookies, chosen language, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Profile Data includes your interests, preferences, and feedback.
- Usage Data includes information about how you use our website and services.
- Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

You may be asked, either when you engage with us, or at other times, for personal data about yourself, such as your name, e-mail address, postal address, and telephone number. You may also be asked to share with us your interests and preferences. In addition, when you order certain goods or services from our website, we will need to know your credit/payment card number and expiration date.

You are under no obligation to provide this information, but if you do not then we may not be able to provide you with certain services or personalise your experience and tailor our services for you (for example, tell you about exclusive offers on products or services you are interested in).

2. How we obtain your information

We use different methods to collect data from and about you through the following:

Direct interactions;

You may give us your Identity and Contact Data by filling in forms or by corresponding with us by email or otherwise. This includes personal data you provide when you:

- submitting a contact form;
- request our services (pricing or quotations);
- subscribe to our publications;
- request marketing to be sent to you;
- provide feedback;
- apply for a job with the Business;
- attendance at events where we are represented;
- CCTV & Dash Cam imagery;
- Engagement via Instant Messaging Services

Automated technologies or interactions;

As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions, and patterns. We collect this personal data by using cookies, server logs, and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. All cookies apart from strictly necessary cookies will require your consent.

Instant Messaging Services;

You may choose to engage with us via the instant messaging service WhatsApp. Weatherglaze systems utilises WhatsApp for Business. If you choose to use WhatsApp as a method of

communication you will be asked at first instance to agree to the use of WhatsApp as a communication method. Please be aware that by using this application there may be situations where your personal data will be transferred, stored, or processed in countries outside the European Economic Area, where the laws of such countries do not afford an equivalent level of protection of personal information as the laws of Ireland. Where this is the case, we will take specific steps in accordance with data protection law to protect your personal information. We will always respect a customer's choice to block, discontinue or opt out of communications via WhatsApp Business and will remove a person's details from any contact list without delay.

Log files/IP addresses;

When you visit our Web Site, we automatically log your IP address (the unique address which identifies your computer on the internet) which is automatically recognised by our web server. We use IP addresses to help us administer our website and to collect broad demographic information for aggregate use. We do not link IP addresses to personally identifiable information.

3. The Purpose and Lawful Basis for Processing Your Data

At Weatherglaze Systems Limited we collect and processes your personal data described below for a variety of purposes. As required by data protection laws, below is a summary of these purposes and the lawful justifications that support them:

The Performance of a Contract or entering into one;

We may process your personal data in order to enter into a contract with you or to provide you with a service which you have requested from us. For example, we need to process your personal data in order to manage the warranty which we have provided in respect of the product you have purchased or to provide you with a brochure or information about a product where you have requested it.

To comply with our legal obligations;

We are required to process your personal data to comply with certain legal and regulatory obligations to which we are subject. For example, we are required to obtain certain business records in accordance with company and revenue law which may include your personal information.

For our legitimate business interests;

We may use your personal data for the purposes of conducting activities that are in our legitimate interests (or those of a third party). Where we process your personal data for our legitimate interests, we ensure that there is a fair balance between our legitimate interest and your fundamental rights and freedoms. We may use legitimate interest to promote the services offered by Weatherglaze Systems Limited to prospective business clients to market the services and/or products offered by Weatherglaze Systems Limited to existing clients. We may use your personal data to manage our everyday business needs, including accounting, internal reporting needs, and market research, to progress and respond to legal claims. To manage our health and safety obligations, the security of our premises and employees through use of CCTV. To ensure appropriate IT security and to prevent fraud, to monitor and audit warranty claims. Our legitimate interest is the effective management of our business. You have the right to object any of the above processing scenarios by contacting us on data@weatherglaze.ie

With your consent;

If you use our website and consent to the use of cookies that are not strictly necessary. You can withdraw your consent at any time through the Cookie Preference Centre at the bottom of the web page. Where consent is required for another other purpose you can withdraw your consent at any time by contacting us on data@weatherglaze.ie or on the contact details provided below.

To protect your vital interests;

We will in certain circumstances use your personal data to protect your vital interests or those of another, for example we may contact you in the event of safety issues with a product or service that you received from us.

Purpose	Description	Lawful Basis
Purchasing a Product or Service	Personal Data will be collected from the customer and processed to meet their requirements of the contract or where they may want to enter into a contract with us	Necessary for the Performance of a Contract
Warranty Information	Warranty information is processed and retained for the purpose of meeting warranty requirements and notifying the customer of any warranty issues or safety recalls	Necessary for the Performance of a Contract The Processing is in our Legitimate Interest Necessary for the vital interests of the customer or a third party
Marketing to Potential and Existing Customer	Information on our Business Customers that is collected directly from a customer or information that is acquired from 3 rd party data providers	The Processing is in our Legitimate Interest and the; Customer has not objected to the processing Prospect has been notified of their rights and our intention to process their data and has not objected to the processing
Instant Messaging Services	Personal data collected through the use of WhatsApp for business	The Processing is in our Legitimate Interest and the; customer has not objected to the processing customer has agreed to the processing customer has been notified of their rights and the risks around international transfers of personal data through the application.

CCTV	We operate a CCTV system on our premises to protect the safety and security of our staff and property and for health and safety purposes.	The processing is in our legitimate interests as a private company regarding Health, Safety and Security.
Dash Camera	We operate a Dash Cam systems in our company vehicles to protect the safety and security of our staff and business assets.	The processing is in our legitimate interests as a private company regarding Safety and Security.
Legal obligation	We will use your personal data to comply with various legal obligations in respect to the following but not limited to. Vat, Tax, AML Requirements, Covid 19 documentation requirements	The processing is necessary for compliance with a legal obligation to which the controller is subject
Website Security	To administer and protect our business and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Processing is necessary for our legitimate business interests
Supporting our General Business & Operational Needs	We may use your personal data to support the administration of our everyday business needs and we may share your personal data with our finance partners, vendors, accountants, consultancy firms and other professional and technical advisors	Processing is necessary for our legitimate business interests

4. Your Information and Third-Party Disclosure

Weatherglaze Systems Limited may on occasions pass your personal data to third parties exclusively to process it on its behalf. Weatherglaze Systems Limited requires these parties to agree to process this information based on our instructions and requirements consistent with this Privacy Statement and our obligations to Data Protection Laws.

Third party service providers;

We disclose personal data to third parties in certain instances. For example, we use third party service providers for the processing of personal data for a number of purposes, including, of financial products we utilise, security service providers, consultant advisors, IT service providers, data storage providers, debt collection agencies, marketing companies, insurance providers and organisations that provide administrative services. These service providers are subject to a contractual obligation to only process personal data for purposes for which it was obtained and for the fulfilment of the services. We share your personal data with organisations who provide services for you to avail of warranty.

We will not provide your personal data to third parties or partners for direct marketing or promotional purposes unless you have consented to Weatherglaze Systems Limited disclosing your personal data to such third parties for that purpose. If a user opts-out from receiving communications from third parties or partners, we will no longer share that user's contact details with our partners or third parties. However, users will still need to directly opt-out from communications from the partners to whom we have already given their information

In certain circumstances we will disclose personal data to other external third parties such as its professional advisors as necessary in the context of the performance of their services. Such recipients may include external legal advisors, auditors, actuaries, pension and tax advisors, pension administrators and other professional advisors. Disclosure of such data will take place for a variety of reasons including in order to ensure that Weatherglaze Systems Limited meets its tax and other statutory obligations. We may also disclose personal data to insurance providers in connection with legal claims and prospective legal claims or proceedings.

Potential Sale or Merger;

If we sell any part of our business and/or integrate it with another organisation, your personal data may be disclosed to our advisers and to prospective purchasers or joint venture partners and their advisers. If this occurs, the new owners of the business will only be permitted to use your personal data in the same or comparable way as set out in this data protection statement.

Garda Síochána, Government or Quasi-Government Bodies, Courts, and Tribunals;

We may share your personal data with these organisations and bodies, where required to do so by law.

Links to Third Party Sites;

Please note that this policy applies only to the Weatherglaze Systems Limited website and not to the websites of other companies or organisations to which we provide links. Any third-party websites are viewed at your own risk.

5. Transfers outside the European Economic Area

We may transfer, store, or process your personal data to countries outside the European Economic Area. Where the laws of such countries do not afford an equivalent level of protection of personal data as the laws of Ireland, we take specific steps in accordance with data protection law to protect your personal data and we will use one of these following safeguards:

- Transfer it to a non-EEA country with privacy laws that give the same protection as the EEA.
- Put in place a contract (in a form that is approved by the European Commission) with the recipient of the personal information that means they must protect it to the same standards as the EEA.
- Transfers to organisations that are part of an EU Framework that sets privacy standards for data sent between countries. These frameworks make sure those standards are similar to what is used within the EEA.

6. Data Storage

Data is held in Ireland using different (multiple) servers and the web site is hosted through Hosting Ireland. Weatherglaze Systems Limited may process personal data outside the EEA via sub processors identified in the privacy statement either on consent or where subject to EU adequacy decisions and/or other measures such as Standard Contractual Clauses .

Every effort is taken to ensure all data is hosted in the EEA, however as this website is built on the WordPress platform, this site uses plugins in order provide our web services to you. Plugins include Yoast, Contact Form 7, Slider Revolution and Smush. By using our site or submitting information through our contact form you accept that statistical data and contact data may be processed outside the EEA in limited circumstances and with adequate measures in place.

7. Retention Policy

Weatherglaze Systems Limited will process personal data during the duration of any contract and will continue to store only the personal data needed in accordance with the Weatherglaze Systems Limited Data Retention Policy. The majority of personal data is retained for a period of seven years after the end of the business relationship. CCTV footage is retained for a period of 60 days, Dash Cam footage is retained for a period of 120 days . If you would like further details regarding our retention periods, please contact us on the details provided below.

8. Your rights as a data subject

In certain circumstances, you have the following rights under data protection law in relation to your personal data: To enforce your rights please email or contact us on the information provided below.

A right to access Personal Data held by Weatherglaze Systems Limited

- (a) Any individual has a right to make an access request under data protection law for a copy of their Personal Data held by us. We may ask for further identification details to confirm your identity before the relevant information is provided.
- (b) It should be noted that there may be specific exemptions relating to accessing Personal Data. If we utilise any of the exemptions, we will provide you with details and our justification for their use.

Other data protection rights

- (a) Rectification of inaccurate personal data;
- (b) Erasure of personal data (also known as the "right to be forgotten");
- (c) Restriction of processing of personal data;
- (d) Right to data portability;
- (e) Right to object to processing of personal data.

However, under data protection law, these rights are available only in certain circumstances.

If you wish to exercise any of these rights, exercise any of your data protection rights, please contact us on data@weatherglaze.ie or by us using the contact details below. Should you make a right of access request we will endeavour to respond to you within a month. If we are unable to deal with

your request within a month, we may extend this period by a further period of two months, and we will explain why. Please provide as much detail as possible to enable us to respond to your request and to locate relevant personal data about you.

You also have the right to lodge a complaint to the Data Protection Commission. For further information please use the contact details below.

Weatherglaze Systems has retained a Data Protection Officer, Ms Paula Carney-Hoffler ,IDPAA Limited. You can contact our Data Protection Officer on the address below or by emailing data@weatherglaze.ie

The details for each of these contacts are:

Weatherglaze Systems Limited

Clonattin Road
Gorey
Co. Wexford, Ireland.

Phone: 053 9483000 Email: data@weatherglaze.ie

Data Protection Commission

21 Fitzwilliam Square South
Dublin 2
D02 RD28
or via webform: [Data Protection Commission](https://www.data-protection.ie/)

9. Changes to this Privacy Statement & Governing Laws

This Privacy Statement [“version 3”] was updated and deemed effective on the 19th of April 2023. The Laws of Ireland govern this Privacy Statement and you submit to the exclusive jurisdiction of the Irish Courts.

Please note we will update this data protection statement from time to time, any updates will be made available on our website at www.weatherglaze.ie and we would ask that you check regularly.

Weatherglaze Systems Limited Cookie Policy

1. Introduction

At Weatherglaze Systems Limited we use cookies and related technologies, such as pixels, flash cookies and beacons (collectively, “Cookies”) to provide our services, websites, and products. Cookies help us to understand how our website is used, and to provide insight on how we can improve your experience, and to personalise advertising and content based on your specific interests. You have a choice to accept cookies that are not strictly necessary, and we ask that you read this policy below to make an informed decision.

2. What is a Cookie?

Cookies are small text files that are sent to and stored on your computer, smartphone, or other device for accessing the internet, whenever you visit a website. Cookies are useful because they allow a website to recognise a user's device. We use cookies for a variety of reasons, such as to determine preferences, let users navigate between pages efficiently, verify the user and carry out other essential security checks. Some of the functions that cookies perform can also be achieved using similar technologies.

We also use 'analytics' cookies to help us make our website better for those who visit it regularly. They help us work out what users like and do not like and how we can improve things for you.

When we include links to other websites, they will have their own privacy and cookie policies that will govern the use of any information you submit. We recommend you read their policies as we are not responsible or liable for their privacy practices of other organisations.

3. We use the following Cookies on our Website

Strictly Necessary: Strictly Necessary cookies are essential to let you move around our website and use its features. These cookies allow our website to provide services at your request. Their sole purpose is to allow transmission of communication over electronic communications, and to provide the service that you have requested, say for instance records of your order in a shopping basket, and to detect any transmission errors or data loss. Strictly Necessary Cookies meet the consent exemption provision .

Performance :These cookies collect information about how you use our websites — for instance, which pages you go to most. This data may be used to help optimize our websites and make them easier for you to navigate. These cookies may not directly collect information that identifies you. All information these cookies collect is aggregated and therefore anonymous. We use of a selection of partners, for example, Google Analytics who help to make our websites more interesting for you. We will however request your consent to collect and use these Cookies.

Marketing Cookies: These Cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for our visitors, however these cookies are also of great interest to 3rd party advertisers and ad-tech agencies. We will request your consent to collect and use these Cookies.

Cookie Consent: We will request your consent for any statistical, tracking, profiling, or marketing cookies, this consent can be revoked at any time through the cookie preference centre. When you consent to these cookies on our website, we will analyse your browsing behaviour which will support in providing you with more tailored content. We use the services of a Consent Management Provider [“CMP”] Your consent will be automatically revoked after 6 months.

Cookie Description: The attached link provides details about the various cookies that are utilised on this site, their type, function, and retention period .You can also manage your consent preference here [{insert link here to cookie centre/ dynamic cookie details}](#)

4. Contacting Us

If you have any questions about this policy, please contact us on the following;

By Post: Clonattin Road, Gorey ,Co. Wexford, Ireland.

By Phone: 053 9483000

By Email: data@weatherglaze.ie

5. Changes to this Cookie Policy & Governing Laws

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Please note we will update this Cookie Policy from time to time, any updates will be made available on our website at www.weatherglaze.ie and we would ask that you check regularly.