

Recognition Express Ireland Ltd - Privacy Notice

WHO WE ARE

At Recognition Express, we take your privacy seriously. Please read the following to learn more about how, why and when we collect and process personal data.

Recognition Express Ireland Ltd is an Irish owned family run business that supplies name badges, promotional items, id cards and internal signs.

Our postal address is Crossagalla Business Park, Ballysimon Road, Limerick. Tel 061-318181 / 1890-333444. Our contact email address is sales@recognition.ie

WHAT DOES THIS PRIVACY STATEMENT COVER

This Privacy Statement covers our treatment of information that we gather when you are accessing or using our Website or Services or when you contact us in any manner. We gather various types of information, including information that identifies you as an individual ("Personal Information").

We need to know your basic personal data in order to provide goods and services to you, process your orders, provide you with marketing, tell you about our products and services. We will not collect any personal data from you we do not need to provide and oversee this service to you

HOW WE USE YOUR PERSONAL DATA

We need to know your basic personal data in order to provide goods and services to you, process your orders, provide you with marketing, tell you about our products and services. We will not collect any personal data from you we do not need to provide and oversee this service to you.

Provision of goods:

The information we collect may include names, addresses, phone number, email addresses, photos and job titles:

- To register you up a new customer
- To process and delivery your order
- To process and complete transactions and send relative information, including transaction confirmation, invoices, statements etc.
- To collect and recover money owed to us
- To respond to queries and comments and provide customer support
- To manage our relationship with you which may include notifying you about changes to our terms or privacy policy or by asking you to leave a review
- To enable you to partake in a prize draw, competition or complete a survey
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When you use our website, we collect certain information related to your device, such as your devices IP address, referring website, what pages your device visited and the time that your device visited our website. This i

PROCESSING PERSONAL DATA

Recognition Express has responsibility under legislation:

- To obtain and process data fairly
- To keep data only for explicit and lawful purposes
- To keep data safe and secure
- To keep data accurate, complete and up to date
- To ensure that data is adequate, relevant and not excessive
- To retain data for no longer than is necessary for the explicit purpose
- To give, on request, a copy of the data to the individual to whom they relate.
- To send customers technical alerts, updates, security notifications, and administrative communications
- To investigate and prevent fraudulent activities, unauthorised access to the services and any illegal activities
- To administer and protect our business and our site (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)
- To use data analytics to improve our website, products/services, marketing, customer relationships and experiences
- To make suggestions and recommendations to you about goods or services that may be of interest to you

HOW DO WE SHARE AND DISCLOSE INFORMATION TO THIRD PARTIES

We do not rent or sell your Personal Information to anyone. We may share and disclose information (including Personal Information) about our customers in the following limited circumstances:

We may share your information with third party vendors, consultants and other service providers who we employ to perform tasks on our behalf. These companies include Our payment processing providers, website analytics companies (e.g., Google Analytics), email service providers, professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.

If Recognition Express has received your personal information and subsequently transfers that information to a third-party agent or service provider for processing, Recognition Express shall remain responsible for ensuring that such third-party agent or service provider processes your Personal Information to the standard required by the current data protection legislation applicable in Ireland.

We reserve the right to access, read, preserve, and disclose any information as necessary to comply with a legitimate law or court order.

DATA SECURITY

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records for loss, misuse, unauthorised access, disclosure, alteration and destruction.

In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

INFORMATION ACCESS

If you would like to access, review, update, rectify, and delete any Personal Information we hold about you, or exercise any other data subject right available to you under the EU General Data Protection Regulation (GDPR), please email us or write to us details below.

Recognition Express, Crossagalla Business Park, Ballysimon Road, Limerick
Tel: 1890 333 444 / 061-318181 Email: sales@recognition.ie

Please note that we may still use any aggregated and anonymised Personal Information that does not identify any individual, and may also retain and use your information as necessary to comply with our legal obligations.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.