

Herbert Levingston Ltd Data Privacy Policy

The privacy of your data is important to us. This privacy declaration explains what personal data Herbert Levingston Ltd collects from you and others and how we use that data.

Why do we collect your data?

We collect your data to better understand your initial requirements and to assist in delivering the best possible ongoing service and support

What data do we collect?

This is an overview of the categories of personal data Herbert Levingston Ltd processes:

In the execution of New and Existing customer relationships:

Name or corporate identity, VAT number, address, customer number, telephone number and e-mail address(s), as well as contact person(s), possibly with corresponding contact details.

In the case of Intruder Alarms, Fire Alarms, Door Access and CCTV Customers:

The address of the installation, number, panel type and location of components and name of user, engineering code as well as the price and billing information.

Information about agreement, ownership change, installation, service, maintenance and customer contact with information from e-mail, contact form, SMS, face to face verbal contact and phone.

How do we collect your data?

You directly provide Herbert Levingston Ltd with most of the data we collect. We collect data and process data when you:

- Your initial brief to us of your requirements by face to face interview, telephone or email enquiry
- Technical surveys of your premises for the purposes of formulating our proposal to you
- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey, provide feedback from emails or written requests

How will we use your data?

Herbert Levingston Ltd collects your data so that we can:

- Formulating an initial proposal or quotation
- Delivery of products and services best suited to your needs
- Process your order and manage your account
- Contact Customers regarding up to date Electrical & Refrigeration Legislation
- Provide ongoing service and support post delivery

When Herbert Levingston Ltd processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to assess suitability to extend credit facilities.

Herbert Levingston Ltd processes the data as long as the purpose of the processing requires. After this, the data is deleted in a safe and secure manner unless it is anonymized or there is another legal basis for further storage of the data. Herbert Levingston Ltd does not use personal data for decisions based solely on automated means.

We reserve the right to delete or dispose of electronic and/or written personal or corporate data after a period of five years.

The legal basis for processing your personal data is principally the performance of customer agreements and agreed additional services, in addition to take steps at your request prior to entering into agreements.

When it comes to other requests, the legal basis will be your consent or a legal legitimate interest.

According to Herbert Levingston Ltd.'s assessment, it exists a legal legitimate interest for the issuing of marketing, newsletters and information regarding our business to our customers and interested parties, as well as to answer and follow up requests. You may at any time request limitation of the processing of your personal data and withdraw your consent. However, this may limit Herbert Levingston Ltd.'s ability to deliver the agreed services without this normally implying a breach of our part.

How do we store your data?

Herbert Levingston Ltd securely stores your data at our offices in Eden House, Redmond Road, Wexford. Written information is stored in secured storage cabinets within our premises protected by an intruder detection and alarm system and monitored by CCTV.

Electronic data including account information is stored on computer systems, access to which is restricted only to company personnel who are required to process this data in the performance of their duties. Further access restrictions apply by way of a hierarchical password structure which limits user functionality within these systems.

Your rights

You have the right to access, rectification and erasure of your personal data. You also have the right to obtain restriction of our processing, make objection to the processing and the right to data portability, i.e. the right to receive your personal data, which you have provided to Herbert Levingston Ltd and which is being processed electronically. You may obtain the information directly or have it transferred to another supplier/controller. Unless otherwise is requested, the information will be provided in a regular electronic format to your registered e-mail address. To use these rights, you have to confirm your identity. Please notice the contact information at the bottom of this data protection declaration.

Essentially, the personal data Herbert Levingston Ltd processes originates from you the customer and nominated users whom you have given access or your contact persons. Some information comes from us or the companies Herbert Levingston Ltd engages to assist in the installation, deployment, credit rating, customer service and follow-up, billing, service development and delivery of IT services. These companies process your personal data on our behalf for the limited purpose that is necessary for them to perform the assistance and in accordance with existing data processing agreements. Incidentally, your personal data

will not be disclosed to others unless you have given your consent to this, for example in connection with a benefit/bonus program, or if Herbert Levingston Ltd is legally obligated to such disclosure, to law enforcement or other Statutory agencies or by order of the Courts.

Herbert Levingston Ltd will use your personal data in order to follow up requests and to fulfil the agreement regarding installations, maintenance and delivery of services as well as any agreed additional services. This includes processing for identifying and contacting you as customer, contact persons or other interested party, for installations, service and maintenance, monitoring alarm and cctv situations and any additional services, as well as personalising the service. The information is also used to ensure that outsiders cannot access information and functionality in the service. In addition, Herbert Levingston Ltd may use the information to improve and develop existing and new services, and to send you replies to your requests, information, news and offers from Herbert Levingston Ltd, unless you choose to opt out of receiving such information.

Marketing

Herbert Levingston Ltd may wish to send you information about products and services of ours that we consider may be of interest to you.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Herbert Levingston Ltd from contacting you for marketing purposes or giving your data to other members of the Herbert Levingston Ltd Group.

If you no longer wish to be contacted for marketing purposes, please contact levingston@eircom.net

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: levingston@eircom.net

Call us at: 053 912 3584

What are cookies?

Cookies are internet files used by the system to view websites and their content. We utilise analytical cookies to help us monitor and develop our site. None of the cookies we use are intrusive on your system. You are at liberty to turn off cookies through your browser but you should be aware that this may affect your viewing experience.

For further information , visit allaboutcookies.org.

Privacy policies of other websites

The Herbert Levingston Ltd 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

Herbert Levingston Ltd keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 January 2019.

How to contact us

If you have any questions about Herbert Levingston Ltd.'s privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: levingston@eircom.net

Call us at: 053 912 3584

Or write to us at:

Herbert Levingston Ltd.
Eden House
Redmond Road
Wexford
Y35 R6VX

If you consider that Herbert Levingston Ltd.'s processing of your personal data infringes the privacy legislation, you are entitled to complain to the Data Protection Commission. Data protection information requests can be made by contacting:

Office of the Data Protection Commissioner
Canal House
Station Road
Portarlinton
Co. Laois