

Privacy Policy

Website Privacy Policy Document

Information Security Lab Limited, 5th Floor, Beaux Lane House Mercer Street Lower, Dublin 2 (ISL)

ISL (We) are committed to protecting your privacy. We comply with the principles of the Data Protection Acts 1988 and 2003 and aim to maintain consistently high levels of best practice in our processing of personal and/or sensitive personal data.

How we use information you provide us

We use the information we receive from you to provide goods and/or services that you request, to communicate with you, and to personalise our information sent to you. We do not sell, trade, or rent your personal information to others.

We store all the information you provide us, including information provided via forms you complete on our website, and information which we may collect from your browsing. Our server, in common with nearly all web servers, logs each page that is downloaded from the site.

Any new information you provide us may be used to update an existing record we hold for you. If you provide a work email address we will not be responsible for third parties having access to any communications we send.

Third parties may deliver some of our products to you or provide all or part of the service requested by you. In these instances, whilst the information you provide will be disclosed to them, it will only be used for the administration of the service provided, pricing purposes as appropriate, testing, and to maintain management information for business analysis.

Occasionally, we may also use the information we collect to notify you by post, phone, mobile phone, email and SMS about new or existing ISL services, products and special offers we think you'll find valuable.

Generally by providing the requested data you consent to ISL using that data for administrative purposes and for informing you of other products and services by letter, SMS, phone and/or email. We may also use the information we collect to occasionally notify you about important functionality changes to the website.

Data Protection

As required by the Data Protection Acts 1988 and 2003, we follow strict security procedures in the storage and disclosure of information you have given to us.

In addition, we will restrict the information disclosed to the absolute minimum necessary, for example, to provide the product or service.

Our own security procedures mean that we may occasionally have to request proof of Identity.

In the event of telephone calls from you, we also reserve the right to ask security questions (which we in our sole discretion deem appropriate), in order to satisfy ourselves that you are who you say you are.

If you contact us electronically we may collect your electronic identifier, eg Internet protocol (IP) address or phone number supplied by your service provider. This is to identify any repeat website visits, fraudulent behaviour or mystery shoppers using our websites.

Before you provide any data to us we will endeavour to make it clear why we need it. When this is required we will obtain your consent first. Otherwise, by providing us with information, either orally or written, or by using our website, you consent to the collection, use and processing of this information by ISL to provide and send you information about their services.

We will always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information.

Subsequent to your purchase of a product or service, we may enter into an arrangement for that service to be provided by a new third party. If this happens, the terms and conditions of your contract with us will provide that you consent to the transfer and processing of personal and/or sensitive personal data to the new provider, subject to the requirement of the Data Protection Acts 1988 and 2003 and associated regulations.

Cookies

What are cookies? Cookies are small data files that a website will put on your

device, which in turn sends information back to the website. They cannot affect your device, but they do collect information that can be used to enhance the site. For example, a cookie can remember the items that you have placed into your shopping basket, or it can ensure you get the offer you requested. These are known as 'session' cookies, which expire as soon as you leave the site.

Other cookies can tell us if you come back. These are 'persistent cookies', which often expire after a period of time. They will remain on your device until you delete them. We use them to help customise the site – to do things such as display relevant information based on your visit. Some cookies enable sites to work, while others help us learn about what people are browsing for.

How we use cookies

We use cookies to ensure you get the most from your visit. They improve your experience of the site because certain features work best with cookies. Feedback and information from the cookies can also help make the site better. By visiting this site, you agree to our use of cookies and other technologies.

Rest assured that the cookies we use do not store personal details, such as payment card numbers. Here are the main types of cookies and what they do:

1. Strictly necessary

In brief: These cookies enable you to get the information or service you've asked for. They're essential – without them, some services may not work.

For example, We use these cookies to enable you to use shopping baskets, which remember your choices and enable you to buy.

2. Performance cookies

In brief: These cookies collect information about the pages you visit, where you go most often and whether you see error messages. The information is only used to ensure a website works well.

For example, We gather information to diagnose problems and issues. We then use it to make improvements and fix errors.

3. Functional cookies

In brief: These cookies remember choices you've made to personalise the site.

They may remember where you are so you can get tailored information, or remember changes you have made to help you browse, such as increasing the text size.

For example, If you ask for services based on your location, we sometimes store a cookie so that next time you visit you won't have to tell us again.

4. Targeting or advertising cookies

In brief: These cookies collect anonymous information about your browsing habits which are then used to make advertising relevant to you. They remember if you have visited a website and share this information with advertisers.

For example, We limit advertising to certain sections of the website. These services are provided by our carefully selected and monitored partners, and we are committed to ensuring any information is used appropriately.

Links to other sites

We often link off to other sites to help provide you with extra information or services. For example, to make it easy for you to share information with your family and friends, we provide links to Twitter, Facebook and other popular social media or book-marking sites.

But remember, these sites may use cookies that we do not control. So be sure to check how they use your information.

How you can control cookies

If cookies are disabled on your device you will still be able to use most of this site. However it may limit what you can do.

Disclosure of information to third parties

As previously mentioned, the ISL does not sell, trade or rent your information, and will never disclose information about you to third parties, except to fulfill your specific orders for a product or information in the event that third parties deliver the relevant service. If you take out a service provided by a third party, they will need your details in order to administer the work and processes.

Other circumstances where we are operationally or contractually obliged to pass on your information may be where third parties administer part or all of the service, for pricing purposes, testing, and to maintain management information for business analysis. We may of course be obliged at law to pass on your information to the Gardai, The Private Security Authority or any other statutory body.

Amendment and retention of information

Please advise us in writing at the address/details provided above as to any changes in your circumstances. Obviously it is preferable for us to retain up to date information. We will amend details as required. We are however obliged and permitted by law and regulation to retain certain types of data for a minimum period of time. The minimum period of time tends to be for six years but can be longer if the statute or regulation requires.

Subject access requests

You have a statutory right of access to accessible personal data that we hold about you. In order to exercise this right, your application must be in writing for security reasons. Please write to Privacy Manager, Information Security Lab LLC, 5th Floor, Beaux Lane House Mercer Street Lower, Dublin 2. Please refer to the information you wish to see, giving dates if possible, and enclose your cheque for €6.35 payable to Information Security Lab LLC. We will not administer Subject Access Requests by a third party unless accompanied by a written authority of the individual who is the subject of the request.

Changes to our privacy policy

If we decide to change our privacy policy, we will update all relevant documentation and post any changes on our websites so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.