

Privacy Notice

[Last Updated Oct 2018]

Introduction

We respect privacy and your rights to control your personal data. We will be clear about what we collect and why we collect it. This privacy statement explains the personal information we collect from you, either directly or indirectly, and how we will use it.

This notice applies to all of the personal data that CRA Management Solutions Limited t/a Cost Map collects including data that is collected when you visit our website, use our services, when you interact as a business customer, a supplier or business partner, when you contact us by phone or by email.

Please read this Statement carefully to understand when you may provide personal information to us and how Cost Map uses the personal information provided.

1. Types of personal data we may collect

Our Personal Data Protection Policy governs the use and storage of your data.

Cost Map is Controller of the personal data you (data subject) provide us. We collect the following types of personal data from you:

- Your name
- Your company name & address
- Your email address
- Your postal address
- Your phone number
- Information about the services or the products you have purchased from us
- Your IP address
- Your location
- Your web browser
- Web pages you visit

2. Why we need it

We use the personal data you share with us, so we can communicate with you, for the purposes of administration, contracts and for providing our services to you. Purposes include the following:

- To communicate with you about the services we offer
- Requesting and receiving information about our services online, by phone and by email
- Allowing us to keep you informed on the services you use

- Managing customer relations
- Resolving customer service issues
- Facilitating information access requests
- Answering your queries
- Providing status updates to you about your queries

3. What we do with it

Your personal data is processed in Cost Map office located in Balbriggan, Ireland. Hosting and storage of your data takes place in the EU.

We do not and will not sell your data to third parties. We only disclose your information as authorised in this Statement. No automated decision-making will be used for personal data. We may share your personal information with the third parties such as our IT Partner providing IT support or as required by law.

If we are required by law to obtain your consent or we believe your consent appropriate in certain circumstances we will obtain your consent before we share your personal information.

4. How long we keep it

If you are a business customer, supplier or business partner we are required to keep your data for up to 7 years, in line with our data retention policy and in accordance with our statutory Revenue obligations. After this period, your personal data will be irreversibly destroyed.

Any personal data held by us for sales / marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information. Please see Data Retention Policy for more information on our personal data retention schedule.

How we protect your data

We take the security of your data, and our responsibility to protect it, very seriously. Cost Map uses a variety of technical, physical and organisational measures to protect your data. For example we utilise access control measures, secure systems, secure email platforms and encryption techniques.

5. What are your rights?

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted via our Data Subject Access Request Form. Please contact us at info@costmap.ie or in writing at Cost Map located at 8 Railway Street, Balbriggan, Co. Dublin, Ireland.

In the event that you wish to complain about how we have handled your personal data, please contact us at info@costmap.ie or in writing at Cost Map located at 8 Railway Street, Balbriggan, Co. Dublin, Ireland.

We will then look into your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact Irish Data Protection Authority (<https://www.dataprotection.ie/docs/EN/Contact-us/m/11.htm>) and file a complaint with them.

Changes to this privacy notice

We reserve the right to change or add to this privacy notice and we will post any revisions to our website. We will indicate at the top of the privacy notice when it was most recently updated. By continuing to use our services and products you agree to be bound to the revised notice.

6. Cookies

Cookies - What are cookies?

Cookies also known as browser cookies are small text files that a web browser stores on a user's PC. They are used by web developers to help users navigate their websites efficiently and perform certain functions like customise webpages. For more information on how to manage and opt-out of cookies please visit: www.allaboutcookies.org

What cookies are used on this website?

First Party Cookies: These cookies are set by this website directly and include web analytics tools like Google Analytics which are used to collect anonymous information about how users browse the site. They cannot be used to identify personal information (e.g. name or address).

Third Party Cookies: These cookies are set on your machine by external websites whose services are used on this site. Cookies of this type include the social network content sharing buttons across the site (e.g. LinkedIn, Twitter, Facebook, YouTube and Vimeo). To facilitate the implementation of these buttons, and connect them to the relevant social networks and external sites, there are scripts from domains outside of our website which we do not control and cannot access. You should check the third party websites for more information about these cookies.

How do I opt out?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.