
PRIVACY POLICY

BACKGROUND:

High Prospects Limited T/A IDEAL WINDOWS AND DOORS understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customer's and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

High Prospects Limited T/A IDEAL WINDOWS AND DOORS

Registered in Ireland

Registered address: High Prospects Limited T/A IDEAL WINDOWS AND DOORS
Apt 4, 2 Grange Lodge Avenue,
Clongriffin,
Dublin 13,
Ireland,
D13KW59.

Main trading address: As above.

VAT number: IE 3376155KH

Data Protection Officer:

Email address: info@idealwd.ie

Telephone number: +353 85 800 1951

Postal Address: as above

2. What Does This Policy Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 12.
- b) The right to access the personal data we hold about you. Part 11 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 12 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 12 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 12.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. What Personal Data Do You Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Email address;
- Telephone number;
- Business name;
- Job title;
- Profession;
- Information about your preferences and interests;

6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing valuation and planning installations.
- Supplying our products and/or services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our products and/or services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email and/or post that you have opted-in to (you may unsubscribe or opt-out at any time by emailing info@idealwd.ie).

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or post with information, news, and offers on our products and/or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- Data will be retained whilst the customer is active, inactivity for 24months will result in eraser;

8. How and Where Do You Store or Transfer My Personal Data?

We will only store your personal data in the Ireland. This means that it will be fully protected under the GDPR.

9. Do You Share My Personal Data?

We may sometimes contract with the following third parties to supply products and/or services to you on our behalf. These may include payment processing, delivery, and marketing. In some cases, those third parties may require access to some or all of your personal data that we hold.

- Marketing Companies for Ideal Windows and Doors Marketing only.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. Google Analytics and Facebook Pixel.

1. The website uses cookies.
2. Cookie files are IT data, in particular text files, which are stored in the Website User's end device and are intended for using the Website's websites. Cookies usually contain the name of the website from which they originate, their storage time on the end device and a unique number.
3. The entity that places cookies on the Website User's end device and who has access to them is the Website operator.
4. Cookies are used for the following purposes:
 1. creating statistics that help to understand how the Website Users use websites, which allows improving their structure and content;
 2. determining the user's profile in order to display him tailored materials in advertising networks, in particular the Google network.
5. The Website uses one type of cookies: persistent cookies. Persistent cookies are stored on the User's device for the time specified in the cookie file parameters or until they are deleted by the User.
6. Software for browsing websites (web browser) usually by default allows storing cookies on the User's end device. Website Users can change the settings in this area. The web browser allows you to delete cookies. It is also possible to automatically block cookies. Detailed information on this subject is provided in the help or documentation of the web browser.
7. Restrictions on the use of cookies may affect some of the functionalities available on the Website.
Cookies placed on the Website User's end device may also be used by advertisers and partners cooperating with the Website operator.
8. We recommend reading the privacy policy of these companies to learn about the rules of using cookies used in the statistics: [Google Analytics Privacy Policy](#)
9. Cookies may be used by advertising networks, in particular the Google network, to display advertisements tailored to the manner in which the user uses the Website. For this purpose, they can save information about the user's navigation path or the time of staying on a given page. In terms of information about user preferences collected by the Google advertising network, the user can view and edit information derived from cookies using the tool:
<https://www.google.com/ads/preferences/>
10. We are also using Facebook Pixel for managing and making remarketing actions to deliver most accurate advertising on Facebook.

No information obtained from these tools will be used to harm or spam users.

11. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

We will respond to your subject access request within 1 month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

12. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Roman Gusakovas):

Email address: info@idealwd.ie

Telephone number: +353 85 800 1951

Postal Address: Ideal Windows and Doors

Apt 4, 2 Grange

Lodge Avenue,

Clongriffin,

Dublin 13,

Ireland,

D13KW59.

13. Changes to this Privacy Policy

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.