**Privacy Policy**

# What we need

Our Personal Data Protection Policy governs the use and storage of your data. You can see our Personal Data Protection Policy on our website. By using our website, you’re agreeing to be bound by this Policy.

We may change this Policy from time to time so please check this page occasionally to ensure that you’re happy with any changes.

Infinity Lifts is a Controller of the personal data that you (data subject) provide to us. We collect the following types of personal data from you:

When we receive an email to our General Enquiries ([info@infinitylifts.ie](mailto:info@infinitylifts.ie)) or individual employee’s inbox we collect your email address and any other information which you provide, such as name, job title, contact telephone number(s) and any information contained within your email signature.

.**The basis for processing this information is:**

To process any enquiry or request which we receive and for keeping records of correspondence.

When we receive an order, we need your personal information to establish who the contract is with and to contact you to fulfil our obligations under the contract, including sending you order receipts, order confirmations and to arrange the delivery of the goods you have purchased.

When we receive an order, we have a legal obligation to issue you an invoice for the goods you have purchased from us.

When we receive an email via our web form we collect your name, email address and any other information which you provide within your message.

**The basis for processing this information is:**

To process any enquiry or request which we receive and for keeping records of correspondence.

When we receive a telephone call from you we may collect your name, contact telephone number(s) and any other information which you provide during our conversation. We do not record telephone calls. We do not process orders over the telephone.

**The basis for processing this information is:**

To process any enquiry or request which we receive and for keeping records of correspondence.

# Why we need it

We need your personal data in order to provide you with the following services:

* Lift and escalator Installations and testing
* Lift and escalator Service and Repairs
* Lift and escalator Refurbishments
* Lift and escalator Technical guidance as required

# What we do with it

Your personal data is processed at Infinity Lifts located in Ireland. Hosting and storage of your data takes place at Infinity Lifts which is located in Ennis, Co. Clare, Ireland.

No third-party providers have access to your data, unless specifically required by law.

# How long we keep it

Any personal data held by us for 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.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

# 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. Please contact us through our Data Subject Access Request Form.

In the event that you wish to complain about how we have handled your personal data, please contact Data Protection Officer at info@infinitylifts.ie or in writing at Infinity Lifts, Fergus Lodge, Clonroad, Ennis Co. Clare. Our Operations & Compliance Director 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 the Data Protection Commissioner and file a complaint with them, contact details are available at the following website (www.dataprotection.ie).

Please sign below to confirm that you accept and agree to our privacy policy.

Print Name……………………………… Signature………………………………..

Date ……………………………………..