

SHANNSOFT COMPUTER NETWORKS

FAIR NOTICE POLICY

Revision History

Version	Revision Date	Revised by	Section Revised
V1.0	21/04/2021	Susan Ahern	All
V1.1	27/04/2021	Susan Ahern	All

Document Control

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Fair Notice Policy

ShannSoft respects the privacy of individuals who contact us via email or phone for IT Support purposes.

This Fair Notice Statement outlines what information ShannSoft will collect and how it will be used. We fully comply with our obligations under the General Data Protection Regulation (GDPR) (EU)2016/679)

What we need:

We collect and process the following data about you:

- If you contact us by telephone or email, information that forms a record of that correspondence and your contact details will be maintained so we may support your IT request.

How we use the information:

We use the information you provide to us to:

- To provide you with an IT Support service.

Please note, outside the terms of this processing notice, we will not share your personal data with any third party, or for the purposes of direct marketing.

Where we store your Personal Data:

All information you provide to us is stored on secure EU based cloud servers.

We use all necessary procedures and security measures to prevent unauthorized access, loss, disclosure or amendment of data provided.

You have the right:

- To access your information - this includes a description of the data being processed, the purposes of processing and any recipients to whom the data is disclosed, unless an exemption applies. To exercise this right, you must make a Subject Access Request to dataprotection@shannsoft.com stating the information which you require. We may contact you to verify your identity (photo ID - passport or driver's license) or to clarify the precise information you require before processing your request. We will formally respond to your request, subject to validation of your identity, within 30 days.
- To ask us to rectify information you think is inaccurate or to complete information you think is incomplete.
- To have your personal data erased under certain conditions.
- To ask us to restrict the processing of your information in certain circumstances.
- To object to processing.

Changes to this Policy:

ShannSoft may from time to time revise its fair notice processing statement. You should therefore periodically visit this page, so you are aware of any such revisions.

Contact Us:

If you have questions or concerns regarding this statement, you should contact us via email at dataprotection@shannsoft.com or by post to: Shannsoft Computer Networks, Unit G7, Eastway Business Park, Tipperary Road, Limerick City, Ireland, V94TR74

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