

# Trustee Decisions

## Website Privacy Notice

This Privacy Notice explains the use and processing of personal data by Trustee Decisions Limited, a company incorporated in Ireland with registered number 490077 whose business address is at Fitzwilliam Hall, Fitzwilliam Place, Dublin 2, Ireland (“**Trustee Decisions**”, “**we**”, “**us**”, “**our**”) when you access and browse this website <http://www.trusteedecisions.com> (“**Website**”) and when you contact us via the Website.

Please read the following carefully to understand our practices regarding your personal data, how we will treat it and your data protection rights. The Website is not intended for children and we do not knowingly collect personal data relating to children.

### 1 Controller

Trustee Decisions is the controller and responsible for the personal data we obtain from your use of the Website.

### 2 The personal data we collect about you

2.1 We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity and Contact Data** such as your name and email address.
- **Technical Data** such internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Website.

2.2 Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that personal data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may not be able to provide all or part of the relevant service.

### 3 How we collect your personal data

3.1 **Direct Interactions:** You may give us your Identity and Contact Data and the nature of your query when filling in a ‘contact us’ / ‘get in touch’ form on the Website. You may also give us personal data by corresponding with us by post, phone, email or otherwise.

3.2 **Automated technologies or interactions:** As you interact with the Website, we collect Technical Data. We collect this personal data by using session cookies which are necessary for the proper functioning of the Website. These session cookies are deleted once you close your browser session.

### 4 How do we use your personal data?

4.1 We will only use your personal data when the law allows us to. We have set out below a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate. We may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your personal data. Please **Contact Us** if you need details about the specific legal ground we are relying

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on to process your personal data where more than one ground has been set out in the table below.

Purpose/activity	Type of Data	Lawful basis for processing your personal data
To respond to any queries you submit through the Website	Identity and Contact Data	(a) Performance of a contract with you (b) Necessary for our legitimate interests (for running our business and to develop new business)
To administer and protect our business and this Website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Identity and Contact Data; and Technical Data	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To manage our relationship with you which will include notifying you about changes to our terms or privacy notice	Identity and Contact Data	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated)

- 4.2 We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## 5 Disclosures of your personal data

- 5.1 Except as set out in this Privacy Notice, we do not disclose to any third party personal data that we collect or you provide to us. We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4.1.

5.1.1 **External third parties:** Companies that provide products and services to us such as professional advisors, IT systems suppliers and support, data storage, IT developers, insurance, website hosting providers and other service providers.

5.1.2 **Public and Government Authorities:** Entities that regulate or have jurisdiction over us. We will disclose your personal data in order to comply with any legal obligation, if we are ordered to do so by a court of competent jurisdiction, law enforcement, regulatory or administrative authorities or in order to enforce or apply our agreements with you, or to protect the rights, property, or safety of Trustee Decisions, our customers, Website users or others.

5.1.3 **Corporate activity:** Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our

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business, then the new owners may use your personal data in the same way as set out in this Privacy Notice.

5.2 We require all third parties, who we disclose personal data which we collect through the Website, to respect the security of personal data and to treat it in accordance with the law. We do not allow our service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. Unless prevented by applicable law, we will notify you when your personal data may be provided to third parties in ways other than explained above, and you may have the option to prevent such sharing at the time that we notify you.

## 6 International transfers

The personal data received pursuant to this Privacy Notice will not be transferred by us outside the European Economic Area (“EEA”).

## 7 Data security

Trustee Decisions is committed to maintaining the security of personal data processed pursuant to this Privacy Notice. We maintain appropriate physical, procedural, organisational and technical security measures intended to prevent loss, misuse, unauthorised access, disclosure, or modification of personal data under our control. However, you recognise that no entity can keep personal data 100% secure. If you have reason to believe that any of your personal data is no longer secure, please notify us immediately using the **Contact Us** information below.

## 8 How long we keep your personal data

We keep your personal data for no longer than is allowed under applicable data protection law and, in any case, no longer than such personal data is necessary for the purpose for which it was processed. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of personal data, the purposes for which we process personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. We also retain personal data if required by applicable law or regulation or is justified under applicable statutory limitation periods.

## 9 Third Party Websites

This Privacy Notice does not address, and we are not responsible for, the privacy, information or other practices of any third-party website, including any third party operating any website to which the Website contains a link. The inclusion of a link on the Website does not imply endorsement of the linked website by us. When you leave the Website, we encourage you to read the privacy notice of every website you visit.

## 10 Your legal rights

10.1 Under certain circumstances data subjects have rights under data protection law in relation to personal data, namely:

10.1.1 **Request access to your personal data.** This enables you to request a copy of the personal data we hold about you and to check that we are lawfully processing it.

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- 10.1.2 **Request correction of the personal data that we hold about you.** This enables you to have any incomplete or inaccurate personal data we hold about you corrected.
- 10.1.3 **Request erasure of your personal data.** This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below), where we may have processed your personal data unlawfully or where we are required to erase your personal data to comply with local law. We may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- 10.1.4 **Object to processing of your personal data** where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- 10.1.5 **Request restriction of processing of your personal data.** This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the personal data is unlawful but you do not want us to erase it; (c) where you need us to hold the personal data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your personal data but we need to verify whether we have overriding legitimate grounds to use it.
- 10.1.6 **Request the transfer of your personal data to you or to a third party.** We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the personal data to perform a contract with you.
- 10.1.7 **Withdraw consent at any time** if and to the extent we are relying on consent as the legal basis to process your personal data. This will not affect the lawfulness of any processing of your personal data carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will let you know if this is the case at the time you withdraw your consent.
- 10.2 To exercise one or more of your rights in respect of your personal data, please contact us using the **Contact Us** details below. We will respond to your request(s) as soon as reasonably practicable, but in any case within the legally required period of time.
- 10.3 **Contacting the data protection supervisory authority:** Data subjects have the right to make a complaint at any time to the Data Protection Commission, the Irish supervisory authority for data protection issues ([www.dataprotection.ie](http://www.dataprotection.ie)). We would,

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however, appreciate the chance to deal with your concerns before you approach the Data Protection Commission so please contact us in the first instance using the information listed in **Contact Us** below.

10.4 **Updating your personal data:** It is important that the personal data we hold about you is accurate and current. Please keep us informed, using the **Contact Us** details below if any of your personal data changes during your relationship with us.

## 11 **Changes to this Notice:**

We will change this Privacy Notice from time to time and any changes will be posted to the Website. This version of the Privacy Notice was last updated on 11 September 2018 and historic versions can be obtained by contacting us using the **Contact Us** details below.

## 12 **Contact Us**

If you have any questions about this Privacy Notice, including any requests to exercise your legal rights, please contact us at [enquiries@trusteedecisions.com](mailto:enquiries@trusteedecisions.com)