

## Privacy Notice

[Last Updated May 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 OmniSys Ltd 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, by email or through our live support portal.

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

### Why We Collect Your Personal Data

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:

- Purchasing our online services, such as live support
- Requesting and receiving information about our services online, by phone and by email
- Allowing us to keep you informed on the services or products you use, that we support
- Managing customer relations
- Resolving customer service issues
- Facilitating information access requests
- Implementing security programs
- Answering your queries
- Providing status updates to you about your queries

### Types of personal data we may collect

When you purchase a product or engage a service from OmniSys Ltd we will collect some of the following information from you:

- Your name
- Your company name & address
- Your email address
- A secondary 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

### **Sharing your personal data with others**

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 listed below.

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.

### **Who we may share your data with & why**

When you engage with us as a business customer, supplier or business partner, OmniSys Ltd. may disclose the personal data that you have provided to us with a third party that is a necessary relationship for OmniSys Ltd to provide its services. Services could include Microsoft, necessary for us to administrate your Microsoft account, for example. Other third parties include:

#### **Autotask**

Autotask is our business management platform that we use to ensure efficiency and service delivery to our customers. Autotask stores the data we share with them on their servers located in Europe.

#### **Xero**

Xero is our accountancy software that we use to ensure efficiency and service delivery to our customers. Xero stores the data we share with them on their servers located in Europe.

#### **GoCardless**

GoCardless provide services to OmniSys that help process payments for goods or services from OmniSys customers. Processing of European payments is carried out on servers that are located in the European Economic Area (EEA).

#### **Directli**

Directli is an established integration platform for GoCardless. It links our invoices in Xero to our GoCardless payment collection service. All Directli data is processed on Amazon Web Services (AWS) platforms located in London, UK.

#### **AutoEntry**

AutoEntry is our purchase invoicing platform. It works with Xero, our accountancy software, for collecting purchase invoice data and automatically inputting into our Xero purchase ledgers.

OmniSys Ltd. uses contractual and organisational measures to protect your data when utilising third parties. They include requirements that your personal data is being processed exclusively for the purposes mentioned above.

### **What we do with your data**

Your personal data is stored and processed in OmniSys Ltd located at Unit 2, Finglas Business Centre, Jamestown Road, D11 TH76, Ireland. The data is stored on our third party supplier servers located within Europe as outlined in this statement.

No third party providers have access to your data unless detailed in this statement or specifically required by regulations and law.

As is the nature of our business we have mobile operators that call to customer premises to supply services, from time to time they collect some personal information onsite for the purpose of carrying

out the service. This information is processed onsite through their company laptops. Technical measure, such as encryption, are implemented on these devices to protect your information.

#### **How long we keep your personal data**

If you are a business customer, supplier or business partner we are required to keep your data for 2 years after the contract finishes, in line with our data retention policy and in accordance with our statutory obligations. After this period, your personal data will be irreversibly destroyed.

#### **How we protect your data**

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

#### **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 at [privacy@omnisys.ie](mailto:privacy@omnisys.ie) or in writing at OmniSys Ltd located at Unit 2, Finglas Business Centre, Jamestown Road, D11 TH76, Ireland.

In the event that you wish to complain about how we have handled your personal data, please contact us at [privacy@omnisys.ie](mailto:privacy@omnisys.ie) or in writing at OmniSys Ltd located at Unit 2, Finglas Business Centre, Jamestown Road, D11 TH76, 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 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.

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