

## Privacy Policy

This privacy policy sets out how Advanced Business Technology Systems Limited (ABT Systems Ltd.) uses and protects any information that you pass on to us in the course of our function as a third party support provider to your business in respect of Sage products.

ABT Systems Ltd. is committed to ensuring that your privacy is protected at all times. **This privacy policy is effective from the 25<sup>th</sup> May 2018.**

The following sets out how ABT Systems uses and protects any information that we have belonging to our customers. Should we ask you to provide personal data, such as backups of your accounting or payroll system, you can be assured that it will only be used in accordance with this privacy policy.

This privacy policy is intended to describe how and what personal data we collect, and how and why we use your data. It also describes options we provide for you to access, update or otherwise take control of your personal data.

### What information do we collect?

- Company Name
- Address
- Contact number(s) Phone, Mobile, Fax
- Contact person(s) name
- Email addresses
- Website
- Company Bank Details (Direct Debit Customers Only)

We require this information for the following reasons:

- Internal Record keeping
- Processing of Direct Debits (for those customers on that payment method)
- From time to time we may send details of special offers, software updates, or other important information which we think you may find interesting (e.g. legislation changes) using the email address provided.

We are committed to ensuring your information is secure. To prevent unauthorised access or disclosure we have put in place suitable physical, electronic and encryption procedures.

### Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Processing of bank details for direct debit or credit card payments
- Communicating with you via email
- Receipt of backups of data for investigation or support purposes

Under no circumstances will we sell your personal data to any 3<sup>rd</sup> party. We only share your personal data as necessary for any third party to provide a data repair service as requested or to register your software purchases on your behalf with Sage. These third parties are subject to strict data processing terms and conditions and are prohibited from utilising, sharing or retaining your personal data for any other purpose than as they have been specifically contracted for (or without your consent).

### **Communicating with you.**

We may contact you directly regarding products or services that you have purchased from us, as necessary, to deliver support or service related communications. We may also contact you with offers for additional services we think you'll find valuable, which are directly related to the products or services you currently receive from us. These contacts may include:

- Direct mailshots
- Email
- Telephone calls

### **How can you access, update or delete your data?**

To find out what information we hold on you or to update your information, please email us at [info@abtsystems.ie](mailto:info@abtsystems.ie)

If you make a request to delete personal data and that data is not necessary for the products or services you have purchased, the request will be honored only to the extent that it is no longer required for our legitimate business purposes or legal or contractual record keeping requirements.

### **How we secure, store and retain your data**

We follow generally accepted standards to store and protect the personal data we collect, both during transmission and once received and stored, including utilisation of encryption software where appropriate.

Where we obtain backups of data for support purposes we retain them only for as long as the query is outstanding and in the case of hard copy reports these are shredded on completion of the query. We recommend that any personal data that is being sent to us by email is sent in a secure manner (i.e. encrypted).

If we have reason to hold the data for longer periods we will ensure it is placed on an encrypted machine.

We retain personal data only for as long as necessary to provide the services you have contacted us for and thereafter for a variety of legitimate legal or business purposes. These might include retention periods:

- Mandated by law, contract or similar obligations applicable to our business operation
- For preserving, resolving, defending or enforcing our legal/contractual rights

- Needed to maintain adequate and accurate business and financial records (6 year rule)

If you have any questions regarding the security or retention of your data, you can contact us at [info@abtsystems.ie](mailto:info@abtsystems.ie)

### **Compliance with legal, regulatory and law enforcement requests**

We cooperate with Government and law enforcement officials to enforce and comply with the law. We will disclose any information about you as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (such as subpoena requests).

To the extent that we are legally permitted to do so, we will take reasonable steps to notify you in the event that we are required to provide your personal information to third parties as part of legal process.

### **Changes to our Privacy Policy**

We reserve the right make amendments to this policy at any time. You can view the most up to date policy on our website at [www.abtsystems.ie](http://www.abtsystems.ie)

### **Contact Us**

If you have any questions in relation to this policy, you can contact us by using the information below:

- Email us at [info@abtsystems.ie](mailto:info@abtsystems.ie)
- Phone us on +353 1 401 1833
- By post to ABT Systems Ltd., Unit P5 Greenogue Business Park, Rathcoole, Co Dublin.