

Privacy Policy

On Friday the 25th May 2018 new GDPR legislation came into effect and this means we need to communicate clearly and unambiguously how we at F J Byrne & Company Limited handle the data you have provided to us. This data is solely required to enable us to conduct business together.

Under the new GDPR legislation, we are required to get your consent to allow us to communicate with you through various channels e.g. email, phone etc. As such we are adopting an “opt-in” approach. By now, you should have been provided with our “opt-in” consent form. If you have not received a consent form, please contact us on 01 8646346 and speak to a member of our staff, or via email ‘orders@byrnes.ie’

By accessing our web www.byrnes.ie you are confirming that you have read, understood and agree to this Privacy Policy.

Collection of Data

Data is collected from:

- The account application and direct debit form you completed when you applied to open an account with us.
- From any additional documents you provided when you applied to open an account with us.
- Contact data may also be gathered from marketing and promotional events or trade shows.
- Shared information obtained from social media sites such as Twitter, Facebook etc.
- Data obtained in normal business practices such as credit checking.
- From website e.g. when you submit a “contact us” request.
- Data may be collected through the device you are using to login to our website. The information stored could be the type of device you are using, settings on the device and the operating system your device is using. If you are unsure as to what information is being shared, please consult the provider of your device for more information.

What Data do we collect and what are we using it for?

When you apply to open an account to trade with us we will record:

Your name, your business trading name, address, delivery address details, contact names, phone numbers and email addresses. We may also collect documentation to provide evidence of proof of trade such as utility bills, letterheads, trade invoices and copies of vat registration certificates. We also collect your company bank details in order to verify where the payments are coming in from in line with current money laundering legislation. The account application form is a legal trading document and as such we require a signature from an authorised signatory to endorse it.

Your data is also used to process your orders and provide you with services, products and information relating to our trading relationship. We may use your data in order to contact you if we have a query relating to your order. If you have agreed to it we will send you communications (this could be by post, telephone, SMS or email) about features, services, products, promotions and special offers. We may use your data in order to verify your identity.

We may use your data to conduct a credit check through our service providers to facilitate a credit account. Your data may also be used to detect and reduce fraud and credit risks.

We may from time to time use your data in order to analyse our customer database.

We do not sell data to any third party.

Security

Our network is protected, backed up and monitored on a daily basis to ensure data is secure and systems are protected.

Regular reviews take place internally to ensure your data is being managed appropriately by our staff members.

Your information may need to be shared or disclosed to the police, regulatory bodies or legal advisors without your consent. In all other instances, we will ensure we have your confirmed consent.

All emails you receive from us will come from an email address ending in 'byrnes.ie'. If you receive an email claiming to be from 'byrnes.ie' which looks suspicious and potentially fraudulent, please let us know right away.

If you order online through our website, you agree to keep your password confidential and must not disclose or share it. You will be held responsible for all activities that occur under the use of your password. If you suspect your password may have been used fraudulently or may have been accessed by an unauthorised user, please contact us and we will arrange for your password and login details to either be deactivated or changed. We reserve the right to suspend your password should we believe there has been a misuse or breach of security. On re-activation we may ask you to verify your identity before providing the password and login details.

Updating your information

You can, at any time contact us to update your data. If we find your data to be inaccurate or incorrect, we will make every effort to update it through various sources available to us.

Your rights

You have the right to request us to stop using your personal data, however there is certain data that we do require in order to continue a trading relationship with you. If you feel the need to request us to stop using your data, you can contact us.

You also have the right to request a copy of the data we hold on you. This will be provided free of charge within 1 month of your request. Please apply in writing to Data Protection, F J Byrne & Co Ltd, Unit 11 Northern Cross Business Park, Finglas, Dublin 11. Please provide proof of your identity along with a detailed description of what data you require.

If you feel that F J Byrne & Co Ltd has not processed your data in the correct manner and has not handled your complaint effectively regarding your data you have the right to lodge a complaint with the Data Protection Commission on +353 578684800

Contact us:

Data Protection,

F J Byrne & Co Ltd,

Unit 11 Northern Cross Business Park,

Finglas,

Dublin 11. D11 Y289

Email orders@byrnes.ie

Phone: +353 1 8646346 – ask for Data Protection

Website: www.byrnes.ie via the “[contact us](#)” form.