



Cloughvalley
Carrickmacross
Co. Monaghan
Ireland

T: +353 (0)42 9662113

F: +353 (0)42 9662115

info@ovenfeast.com

GDPR Privacy Notice

On 25 May 2018 the General Data Protection Regulation (GDPR) takes effect. This EU wide law will amend existing Irish data protection rules, introduce changes which will give you greater control over your personal information (personal data) and place enhanced obligations on organisations that use your personal information. Ovenfeast Limited recognises the importance of meeting or exceeding the regulatory standards both for ourselves and for you, our customers. GDPR readiness is a priority for us.

In line with our obligations under the GDPR, this Privacy Notice is being provided to you to explain how we use the limited personal information provided to Ovenfeast Limited.

Who are we?

Ovenfeast Limited is a company registered in Ireland and we specialize in oven technology and food. Our registered address is Cloughvalley IDA Industrial Estate, Carrickmacross, Co. Monaghan, Ireland.

(Further contact details are provided below in the 'Contact us' section).

What information do we collect from you?

- We collect information about you when you become a customer of ours or place an order for products or services. We collect and hold:
 - Personal data to identify you, including your contact information; Name, address, telephone numbers, email address.

It is necessary for you to provide us with the personal information listed above for the performance of our contract for support or services with us. Failure to provide the required information will mean that we may not be able to:

- Provide the requested support or services to you, or
 - Continue to provide existing support or services.
- We may record phone calls to allow us to monitor the quality of our call handling.

Why do we collect your information, what do we do with it and the legal basis?

We collect information about you to enable us to provide the support and other services which you have subscribed to or purchased from us, or which you are considering subscribing to or purchasing from us.

Legal Basis

We use your personal information:

- Where you have agreed to us using your data in a specific way (you may withdraw your consent at any time);
- To provide the services to which you have subscribed or purchased from us (when necessary in relation to a service or contract you have entered into with us or prior to entering into a service or contract with us) or where you are considering subscribing to or purchasing from us (if you have asked for something to be done so you can enter into a contract with us e.g. sought a quote);
- To comply with our legal obligations (e.g. Revenue Commissioners);
- To protect your vital interests, in exceptional circumstances only.
- For our legitimate interests (which you may object to) including:
 - Training and quality assurance;
 - Managing our business e.g. completing credit checks;
 - Strategic planning.

Where do we keep your personal information?

- We store your personal information on our internal systems.
- Some of our systems are hosted in Ireland or on third party servers in the UK.

Who do we share your information with?

- When providing support and other services to you, we may share your information with other authorised representatives from your company or organisation;
- When providing support and other services to you, we may share your personal information (name, address, telephone only) with third parties such as couriers or suppliers e.g. to enable hardware, software or other services to be delivered directly to your premises.
- We do not share your personal information with third parties unless we need to share your information with them to facilitate or enable us to provide the service to which you have subscribed or purchased from us or which you are considering subscribing to or purchasing from us.
- We may share your information with service providers who provide us with support services e.g. for accounting purposes, debt collection purposes.

- Statutory or regulatory bodies and law enforcement authorities, credit reference/rating agencies, business or joint venture partners etc.
- How long do we retain your personal information?
- We will hold your personal information for as long as is necessary to enable us to provide the support or service you have subscribed to or purchased from us and for us to comply with our legal obligations and/or applicable statutory limitation periods.

In addition to the right to be informed (which is fulfilled by this Privacy Notice) from 25 May 2018, several enhanced data protection rights apply, as follows -

- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability
- Right to object.

If you wish to exercise any of these rights, please email or write to us at the postal and email address provided below (in the 'Contact us' section).

Your right to complain.

- If you have a complaint about our use of your information, you can contact the Data Protection Commission:
 - By email at info@dataprotection.ie;
 - By post at The Data Protection Commission, Canal House, Station Road, Portarlinton, Co. Laois;
 - By telephone on 0761104800 or LoCall 1890 252231.

Contact us:

You can contact us:

- By post to Cloughvalley IDA Industrial Estate, Carrickmacross, Co. Monaghan, Ireland;
- By email to admin@ovenfeast.com or
- By telephone on +353 42 9662113.

Please direct any enquiries about our use of your personal data to admin@ovenfeast.com

**This Privacy Notice will be updated from time to time to reflect any changed circumstances and, where appropriate, will be notified to you.*