

DNA IT Solutions Privacy Policy

Our contact details:

Name: DNA IT Solutions Ltd

Address: Suite 3&4, Plaza 212, Blanchardstown Corporate Park, Dublin 15, D15FP90

Phone Number: 01 6510300

E-mail: dataprivacy@dnait.ie

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics, for example, name, company email address, company name, company contact phone number.
- When you contact us via this web site, the nature of your query with us or the request for information will be recorded in our CRM system Datto Autotask as we process your request for information or a quote.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

We need this basic information from you so that we can respond to your sales inquiry in a meaningful way.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Web site contact forms
- Referrals from other people

We use the information that you have given us in order to respond to your sales inquiry in a meaningful way.

We may share this information with relevant technology vendor suppliers in order to process your order and / or benefit from pre-sales support. We will only do this with your permission.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. We mainly receive personal data directly from the data subject. You can revoke your consent at any time. You can do this by contacting dataprivacy@dnait.ie

(b) We have a contractual obligation. By contacting us or soliciting a service from us you are entering into a contract with us in order for us to provide a service.

How we store your personal information

Your information is securely stored in our Datto Autotask system and in a Datto Workspace file share system. These are securely hosted in the Cloud and access to the data is only available to people in DNA IT who have authorised access to the data, for the purposes of servicing the needs of the client.

We retain your data for as long as necessary for us to carry out our work for you or for as long as our contract is in place. We dispose of your information after it no longer becomes necessary or your contract with us expires. We do this by deleting your data from our database.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for what processing we are conducting on your personal data and for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at dataprivacy@dnait.ie

+353 1 651 0300, Suite 3&4, Plaza 212, Blanchardstown Corporate Park, Dublin 15. if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at dataprivacy@dnait.ie

+353 1 651 0300, Suite 3&4, Plaza 212, Blanchardstown Corporate Park, Dublin 15.

You can also complain to the Data Protection Commissioner if you are unhappy with how we have used your data.

Data Protection Commission postal address:

Data protection Commission
21 Fitzwilliam Square South
Dublin 2
D02 RD28
Ireland

Or on their website:

<https://forms.dataprotection.ie/contact>

Privacy notice completed 31st October 2023