



## Privacy Policy & Notice for Internal & External Service Users

### Who has initial access to our information?

As Data Controllers Terenure Enterprise Centre management and staff will be the only organisation and users to have initial access to your information. We take this responsibility seriously and are committed to protecting and respecting your privacy.

### How is my information used?

We maintain a secure online database (Salesforce CRM) of Enterprise Service Users and people seeking ICT or lifelong learning to make it as easy as possible for you to obtain relevant information, referral or placement on training courses and workshops. We process personal information for carefully considered and specific legitimate purposes for your and our benefit, it will only be processed to:

- a) Assist you with your search for business incubation space, information or training,
- b) Provide you with information about our services and other local stakeholders,
- c) Improve our services to you.

Whenever we process data for these purposes we will always keep your personal data Rights in high regard and take account of these Rights.

### What are my Rights?

It is your information and at any time you can request access to and rectification or erasure of your personal data. You can also request restriction of processing or you can object to processing. You also have the right to data portability which means transferring it to another data controller. In addition you can unsubscribe at any time. For more information on your rights you can go to [www.dataprotection.ie](http://www.dataprotection.ie)

### Who do I contact to make a request to?

You should contact the Manager, Terenure Enterprise Centre by email or post (See [www.terenure-enterprise.ie](http://www.terenure-enterprise.ie) website for contact details).

### How long do you keep my information for?

*We keep it for 7 years from the date you first register unless you advise us before the seven-year timeline you wish to have erased*



**Will my information be shared with anyone else?**

For some Enterprise Support referrals (INTREO, LEO, Microfinance Ireland etc.) your contact details (name, address, phone and email) may be sent to other specific customer support contacts in these agencies this will only be done with your permission and knowledge.

Otherwise than this the information you provide will never be passed on to a third party without your permission unless we are legally obliged to do so.

**What do I do if I'm not happy with how my information is being handled?**

Following an initial request to [www.terenure-enterprise.ie](http://www.terenure-enterprise.ie) if you are not happy with the resolution you can lodge a complaint with the office of the data commissioner. <https://www.dataprotection.ie/docs/Making-a-Complaint-to-the-Data-Protection-Commissioner/r/18.htm>

**What else should I know?**

Once you are registered on our database you may occasionally receive course / workshop / events information from Terenure Enterprise Centre by email, SMS text or our course brochure in the post. You can unsubscribe from any or all of these at any time.

You may also be contacted occasionally to complete a short survey on our services. You can choose not to complete these surveys when you receive them.