



Defendocs

Introduction

Welcome to the **DEFENDOCs LIMITED**'s privacy policy.

DEFENDOCs LIMITED respects your privacy and is committed to protecting your personal data.

This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

1. Important information and who we are.

Purpose of this privacy policy

This privacy policy aims to give you information on how DEFENDOCs LIMITED collects and processes your personal data through your use of the following websites, including any data you may provide through one of these websites when you sign up to our newsletter or register to use a service or while you are using our service:

- www.defendocs.com
- <https://gdpr.defendocs.com>
- <https://auth.gdpr.defendocs.com>

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

This privacy policy supplements other notices and privacy policies and is not intended to override them.

Controller

DEFENDOCs LIMITED is the controller and responsible for your personal data (collectively referred to as "DEFENDOCs", "we", "us" or "our" in this privacy policy).

Contact details:

If you have any questions about this privacy policy or our privacy practices, please contact us in the following ways:

Email address: info@defendocs.com

Postal address: LEE VIEW HOUSE, 13 SOUTH TERRACE, CORK, T12 T0CT, IRELAND.

Changes to the privacy policy and your duty to inform us of changes.

We keep our privacy policy under regular review. This version was last updated on 22/04/2021.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

2. The data we collect about you.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier.
- **Contact Data** includes billing address, email address and telephone numbers.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your feedback and survey responses, your personal images or avatars.
- **Usage Data** includes information about how you use our website and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political

opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity and Contact Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - apply for our products or services;
 - create an account on our website;
 - subscribe to our service or publications;
 - request marketing to be sent to you; or
 - give us feedback or contact us.

- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.

Data from the following parties:

- (a) analytics providers such as Google;
- (b) Gravatar.com (when you choose to upload your avatar image)

4. How we use your personal data.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract, we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.

Purposes for which we will use your personal data.

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground, we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including: manage payments, fees and charges	(a) Identity (b) Contact (c) Transaction	Performance of a contract with you
To provide you with the functionality of our services	(a) Profile (b) Usage (c) Technical	Performance of a contract with you
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact	Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)

Marketing and Promotional offers from us

We may use your Identity and Contact Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased services from us and you have not opted out of receiving that marketing.

Opting out

You can ask us to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase, warranty registration, product/service experience or other transactions.

Cookies and pixels

Cookies are small text files which a website may place on your computer or device when you visit a site. The cookie will help the website, or another website, to recognise your device the next time you visit.

A pixel is a small amount of code on a web page or in an email notification. As many services do, we use pixels to learn whether you've interacted with certain web or email content. This helps us measure and improve our services and personalize your experience. We use cookies and pixels to measure ads performance.

Google Analytics

These cookies are used to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. The cookies collect information in a way that does not directly identify anyone, including the number of visitors to the website and blog, where visitors have come to the website from and the pages they visited. For more information on Google Analytics, please visit <https://support.google.com/analytics/answer/6004245>

Facebook, Twitter and LinkedIn pixels

These Pixels collect information anonymously. They report how website is accessed and used by visitors without identifying individual visitors.

You can find more information at the respective privacy URLs.

Facebook: <https://www.facebook.com/help/contact/861937627253138>

Twitter: <https://help.twitter.com/en/rules-and-policies/twitter-cookies>

LinkedIn: <https://www.linkedin.com/legal/privacy-policy>

What you can do if you want to change your cookie settings or opt out from being tracked

Usually browsers accept cookies automatically, however you can control and/or delete cookies as you wish. You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.

Popular web browsers such as Google Chrome, Mozilla Firefox and Microsoft Edge allow you to:

- See what cookies you've got and delete them on an individual basis;
- Block third party cookies;
- Block cookies from particular websites;
- Block all cookies from being set;
- Delete all cookies when you close your browser.

Find out how to manage cookies on popular browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)
- [Opera](#)
- [Apple Safari](#)

To find information relating to other browsers, visit the browser developer's website.

To opt out of being tracked by Facebook pixel please do the following:

On the Facebook website, go to Settings > Ads > Advertisers and Businesses > Who have uploaded and shared a list with your info > View details > Privacy options > Permanent Opt Out

To control whether Twitter stores information about you, adjust the Track across the web setting in your Personalization and data settings as described here:

<https://help.twitter.com/en/using-twitter/tailored-suggestions#>

To setup how LinkedIn uses your data please visit the relevant privacy settings page:

<https://www.linkedin.com/psettings/>

To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>

We also use the following marketing tools in order to make our Service more comfortable in use and efficient for you:

[PipeDrive CRM](#)

[MailChimp](#)

[Rocket Rich](#)

Change of purpose.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. Disclosures of your personal data.

We may share your personal data with the parties for the following purposes:

- Internal Third Parties, which might include other companies in the DEFENDOCS LIMITED Group acting as joint controllers or processors and who provide IT and system administration services and undertake leadership reporting.
- External Third Parties, which might include Service providers acting as processors based in EU area who provide hosting services.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. International transfers.

We share your personal data within the DEFENDOCS LIMITED. This will involve transferring your data outside the European Union area subject to appropriate safeguards under art 46 (2)(c) GDPR.

Whenever we transfer your personal data out of the EU area, we ensure a similar degree of protection is afforded to it by ensuring that personal data receives the same protection it has in the EU area.

7. Data security.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties

who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. Data retention.

How long will we use your personal data? We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Purpose/Activity	Beginning of storage	End of storage
To register you as a new customer	Registration in Defendocs	Expiry of free limited access to Defendocs: 6 months after the expiry of the paid plan
To process and deliver your order including: manage payments, fees and charges	Purchasing a pay-as-you-go tariff (plan)	Expiry of free limited access to Defendocs: 6 months after the expiry of the paid plan
To provide you with the functionality of our services	Registration in Defendocs	Expiry of free limited access to Defendocs: 6 months after the expiry of the paid plan
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	Registration in Defendocs	Expiry of free limited access to Defendocs: 6 months after the expiry of the paid plan

To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Registration in Defendocs	Expiry of free limited access to Defendocs: 6 months after the expiry of the paid plan
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	Registration in Defendocs	Expiry of free limited access to Defendocs: 6 months after the expiry of the paid plan
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	Registration in Defendocs	Expiry of free limited access to Defendocs: 6 months after the expiry of the paid plan

We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

9. Your legal rights.

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful, but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.

- You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data (data portability right) to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Right to make a complaint to the supervisory authority. We would, however, appreciate the chance to deal with your concerns before you approach your local supervisory authority, so please contact us in the first instance.

No fee usually required.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

You can exercise your rights by contacting us at info@defendocs.com