



PEMA Ltd

Privacy Policy

At PEMA we are committed to respecting and protecting the data and privacy of our customers and users of our website. This privacy policy documents how we will treat your personal information. Please read the following carefully to fully understand our best practices regarding your personal information and data and how we will handle it. We only use your personal data in accordance with our privacy policy and the current data protection laws (GDPR). By submitting your information through our website and using our website, you consent to the collection, storage and processing of your personal information by us in the standard detailed by this privacy policy. You can print a copy of this policy for future reference.

Information Collected and Stored.

We may store and collect the following personal information:

- * You can use the website (www.pema.ie) without submitting any of your personal information. Information about your computer and your visits to the website including your IP address, location, version and browser type, operating system, length of visit to the site, referral information, page views and navigation throughout the site are collected to monitor the usage and improve our website.
- * Upon registration we will collect any information that you submit to us including your email address, company information, telephone number and company address.
- * If you choose to subscribe to our e-newsletter we will send you a monthly email with details of offers, news, events, company information and video. Any Email address collected by PEMA in this manner is solely used to send e-newsletters and will never be shared with a third party. Email addresses are stored in a secure manner.
- * We respect your right to privacy and will not use your email in any other matter than for communication from our company.

If you have any issues or would like your email to be removed from our database please contact marketing@pema.ie or click the unsubscribe link at the bottom of our newsletters. If you request to be removed from our database we will do our utmost to remove you ASAP.

Cookies

We use cookies to collect information about the pages you access or visit on our website. An HTTP cookie (also called web cookie, Internet cookie, browser cookie, or simply cookie) is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. Cookies are designed to be a reliable mechanism for websites to remember stateful information (such as items added in the shopping cart in an online store) or to record the user's browsing activity (including clicking particular buttons, logging in, or recording which pages were visited in the past).



Information we collect through cookies may be used with our marketing efforts in an effort to improve our website. We collect data through Webalizer Analytics tools to analyse the use of our website. Webalizer Analytics generates reports and statistics about the website by means of cookies. The information gathered from these is used to generate reports on the performance of www.pema.ie. The information relating to the website is stored by Webalizer. Personal information is not included.

Your Personal Information

Any personal information submitted to PEMA Ltd will be used for the purposes laid out in this privacy policy.

We may use information held about you to:

- * Contact you for any query submitted through the Contact Us page or any of the contact forms
- * Allow us to set up a quotation on our internal system if a request has been made through the website
- * Provide you with information on products or services that you request from us
- * Make telephone contact regarding products or services if this has been requested from us
- * Notify you of any important company changes or changes to our services
- * To communicate with you regarding goods or services requested from our website
- * Send you email notifications which you have requested
- * Send you our newsletter or marketing communications where you have agreed to this, by email or through the website
- * Set up and manage your account and contact you about your account or any orders or quotations allocated to that account
- * Deal with enquiries or complaints made to us about you relating to our website or service
- * To obtain customer feedback relating to the service

We will never, without your consent, provide your personal information to a third party.

Customer Care

When you contact us with feedback, comments, questions or information about our services we may ask you for information which identifies you such as order/quotation number, name, company name, company address, email address and telephone number. We will only use this information to verify your identity and will not keep this information on file. If you have submitted feedback about our services through the "Customer Feedback Form" we may retain this information to monitor our level of services and improve our customer care.

Personal Information Security

Your privacy matters to us. Through rigorous planning and audits we are working to ensure that all safeguards are in place to ensure that your information is never compromised. We maintain every effort to protect against theft, loss, unauthorised access, use or disclosure of



your personal information.

Amendments to this Policy

We may have updated or made changes to this Privacy Policy for new uses that have not previously been disclosed. Any changes to the privacy policy will be posted in this section and we will notify you via our newsletter and other social media channels. We will use your personal information in accordance with the Privacy Policy in place at the time that the information was collected. You should periodically check this page to make sure you are happy with the terms. We will also make any amendments or adjustments clear to users by stating changes and versions at the bottom of this policy.

Your Information and your rights

You may submit a request for us to provide you with any personal information we hold about you. Supply of this information will only be given once you have given us appropriate evidence of your identity. We will accept a copy of your passport signed and certificated by a solicitor or bank plus an original utility bill showing the correct name and appropriate address. We may withhold such personal information to the extent permitted by law. You may instruct us to remove your information from our marketing database at any time by email.

Contact

If you have any questions about this privacy policy or our treatment of your personal information, please email us marketing@pema.ie