Tetra Ireland Privacy Policy

Learn all you need to know about how we collect, use and protect your personal data.

At Tetra, we take the protection of your data seriously. We want you to feel confident that we are keeping your data secure, and that we handle and process it in accordance with the Irish Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (Regulation (EU) 2016/679).

In this privacy data protection policy ("Privacy Policy") we explain what personal data we collect, how we collect it, what we use your data for and how we safeguard it. While we may make changes to this Privacy Policy from time to time, we will publish any updated version of this Privacy Policy on our website, and we will take steps to inform you in advance of any material change that may affect the services that you have subscribed to.

In our data protection policy we explain what personal data we collect, how we collect it, what we use your data for and how we safeguard it.

My Data

What data do you collect?

We want to give our customers the best possible experience. To do so, we need to collect personal data for certain processes, such as providing our services to you, or facilitating your enquires about our services.

The data we collect may include:

• Personal information such as name, address, email address, IP address, and other contact details. This data is used to provide Tetra services to our customers.

• When you use our services we may collect device information such as the name of your agency/ employer, your device model and its settings and network information.

• Cookies on the Tetra website that help us provide you a tailored experience. Please refer to the cookies section within this Privacy Policy for more information on what cookies we use and how we use them.

• We may collect bank details for payment processing.

• Data you may choose to enter on our Customer Support Portal

• Data about your communications such as the date and time of calls/texts you have made and the numbers you have dialled to contact other users of the Tetra service. Also included is the duration of the calls and your approximate location (the nearest cell tower / GPS location of your device) when you make the call/texts. The only exception to this is when we are required to do so by law enforcement agencies, government bodies, regulatory organisations, courts or other public authorities by way of legislation or under court order. This data is retained in a secure database and only kept for and accessed for this purpose.

•Data that we receive from Third Parties where you have given them permission to share your data with us.

How do you use the data you collect?

Primarily we use the data we collect to provide you with a service and to ensure the service we are providing meets your specific needs and is secure and efficient.

Here are some other ways in which we use this data:

• To help us deliver and refine our services.
• To ensure you enjoy a good end-to-end customer experience with us.

- To keep you updated on any changes to our services and to advise you on how you can get the best out of our services.
- To enhance our customer support by analysing your interactions with us.
- To ensure our service and network is secure and to detect or prevent fraud or crime.
- So that we can investigate, prevent or take action regarding illegal activities and violations of our Terms of Service and/or applicable law.
- To meet our legal and regulatory obligations.

- In many cases we aggregate and/or anonymise your personal information so that it no longer identifies you. We use this data so that we can better understand our customers and how they use our services so that we can improve our services to provide a better customer experience or to create new services.

How long do you keep my personal data?

This depends on the type of data and how we use it. When we make a decision on what data to keep we consider the information we need to best provide you with our services, to help us manage your relationship with us, and to make sure we can meet certain statutory or contractual obligations.

Ways we collect data

- We typically gather personal data when you enquire or contact us about our services When you contact us through our website or by email or phone, or any feedback you have given us through our website including customer support. This may be also used for training and operational compliance.

- If you are applying for a role with us you will have the option to include your CV as part of your application. We always seek your consent before sharing your personal data with any prospective employer or user of your services.

How do you secure my data?

At Tetra, securing your personal data is extremely important to us, which is why we take appropriate measures to protect your data. We use a range of security technologies and processes and actively monitor emerging cyber threats on a 24x 7 basis. We also employ a range of organisational measures to ensure the minimum amount of personal data is processed for the purpose of delivering services.

Controlling my data

How can I take control of my personal data?

You have control over your personal data. If you do not want us to send you relevant marketing information you can opt out at any time.

Here are the quick and simple ways you can opt out:

- You may request to unsubscribe from marketing email at any time by clicking the 'Unsubscribe' action within the email or informing us at dataprotection@Tetraireland.ie.

What rights do I have regarding the personal data you process belonging to me?
You have the right to request that we:
- Provide access to any personal information we hold about you
- Update any of your personal information which is out of date or incorrect
- Delete any personal information which we are holding about you
- Restrict the way that we process your personal information
- Prevent the processing of your personal information for direct marketing purposes
- Provide your personal information to you in a format you can present to a third-party provider of services

- Provide you with a copy of any personal information which we hold about you
- Consider any valid objections which you have to our use of your personal information

We will consider all such requests and provide our response within a reasonable period and in any event within the time period required by applicable law. We may request you provide us with information necessary to confirm your identity before responding to any request you make.

What communications will we always send you?

We make it easy for you to opt-out of marketing information and offers. However, we want to make sure you are kept up to date on all information relevant to your account. That is why you cannot opt out of receiving messages related to billing, usage or general service messages such as updates or enhancements that are applicable to your service directly.

How can I access my data?

If you want to get a copy of your personal data we hold, simply send an email to: dataprotection@Tetraireland.ie
Or by post to

Compliance Team
Tetra Ireland Communications Limited
Block 43a, 2nd floor
Parkwest Business Park
Nangor Road
Dublin 12

What about third parties?

Who do you share my data with and why?

To run our business, we use third-party service providers.   Your data will only ever be shared with third parties that we trust explicitly. Third parties may be appointed by Tetra as data processors and authorised to use your personal data to provide relevant services, based on our instruction under Data Processing Agreements. Third parties do not have any right to share your information.

We maintain a list of all approved Tetra sub-processors which is available on request by emailing dataprotection@Tetraireland.ie.

 The third parties with whom your personal data may be shared includes:

• Payment processors and software providers
• IT support services providers
• If you have opted in for marketing or have requested to be marketed by third parties under our service.
• Delivery and logistics companies.
• If we feel your personal safety is at risk.
• If we are required by any relevant public authority, Regulator or law enforcement agency.
• If there is a change of ultimate ownership of the Company. In this case we would require the new owners to keep your data confidential.
• If we suspect that you have given us false information and we have reasonable grounds to do a further investigation.
• Where a third party is processing your data on behalf of Tetra and is required to disclose it by law.
• Where a customer has made a complaint and we need to investigate it.
• We may pass on your data to third parties if you fail to meet your contractual obligations..

- We do not send PII outside the EEA, with two exceptions
  - Our website is hosted in the UK, so those who subscribe to mailshots/newsletter will have their contact details kept on those servers
  - Network metadata may be sent to a trusted international partner for fault investigation. This information is anonymised
- Appropriate technical and organisational safeguards are in place in both cases

What are cookies?

This section describes how Tetra (and its affiliates) use cookies and other similar technology on their websites.

By continuing to use this website you agree that we can place cookies and other similar technology on your device, per your agreement with our cookie consent manager. We may update our Cookies Policy to reflect any changes in technology or data protection law. Any updates or changes that may affect how we use cookies or how you as a user can manage cookies will appear on this page.

What are cookies and how do you use them?

Cookies are small files that are stored on your computer when you visit our websites. The cookies hold basic information that shows us if you have visited our site previously and which pages you visited. This data helps us to provide you with a more personalized service, so for example, the next time you visit our site we can present you with service information that you have shown an interest in.

Are there different types of Cookies?

Cookies are labelled based on their lifespan and the domain to which they belong.
- Session cookies are erased when the user closes the browser.
- Persistent cookies remain on the user's computer/device for a pre-defined period of time or until the user deletes the cookie via their web browser tools.
- Cookies can be issued by the Site owner or a third-party
- Cookies set by the website owner (Tetra) are called "first party cookies".
- Cookies set by parties other than the website owner are called "third-party cookies".

How do you collect data from cookies?

Our websites use the following Cookies which are a mixture of first and third-party cookies:

Strictly necessary cookies
These cookies include session cookies that allow users to stay logged in while navigating through our websites and to carry out essential tasks. These cookies do not usually contain any personal data.

Performance and analytics cookies
These cookies are used to collect statistical information about visits to our websites and the pages viewed. All information these cookies collect is aggregated and used anonymously. They do not collect information that identifies a visitor. Evros use Google Analytics to gather and report on statistical information.

Targeting and advertising cookies
We may use information collected from our cookies to identify user behaviour and to serve content based on your profile. Some cookies we use are from third-party companies, such as Google analytics and linkedin insight to provide us with web analytics and intelligence about our sites. These companies use programming code to collect information about your interaction with our sites, such as the pages you visit, the links you click on and how long you are on our sites. For more information on how these companies collect and use information on our behalf, please refer to their privacy policies.

Tetra Ireland Privacy Policy

For a list of the cookies we use [click here](https://www.tetraireland.ie/policies/cookie-policy). https://www.tetraireland.ie/policies/cookie-policy

Can I disable cookies?
You can prevent the use of cookies within your browser settings. However, you should realise that certain cookies may be necessary to provide you with certain features.
For more information on how to manage cookies visit: https://www.aboutcookies.org
For more information on how to opt-out of Google Analytics please visit: https://tools.google.com/dlpage/gaoptout?hl=en-GB

Any other questions?

If you would like to discuss your other data protection rights please contact us at:

dataprotection@Tetraireland.ie

Tetra Ireland is an Irish owned company headquartered at;

Tetra Ireland Communications Limited
Block 43a, 2nd floor
Parkwest Business Park
Nangor Road
Dublin 12

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