

1. WHAT WE REQUIRE.

Evolution Lifts & Escalators and its employees are committed to protecting your privacy and personal data. Our Personal Data Protection Policy governs the use and storage of your data. By using our website, you are agreeing to be bound by this Policy.

Evolution Lifts & Escalators is a Controller of the personal data that you (data subject) provide to us. We collect the following types of personal data from you: Name, Email address, Phone Number, Address and any other information which you provide to us.

There is an option on our website under the “Contact Us” heading whereby a customer can make an enquiry. When you submit such a request or electronically pass information to Evolution Lifts & Escalators we will receive this information via email to one or more of the following; to our website, to our general enquiries inbox (info@evolutionlifts.ie) or to an individual employee’s inbox. From this we will collect your email address and any other information which you provide, such as name, job title, contact telephone number(s) and any information contained within your email signature.

2. HOW DOES EVOLUTION LIFTS & ESCALATORS USE THE PERSONAL INFORMATION IT COLLECTS?

For Evolution Lifts & Escalators to deal with any enquiry or request which we receive from you and for maintaining records of correspondence.

In line with fulfilling our obligations under respective contracts, including sending you order receipts, order confirmations and to arrange the delivery of the goods you have purchased.

When we receive an order and complete associated works, we have a legal obligation to issue you an invoice for the works completed and goods you have purchased from us.

When we receive an email via our web form, we collect certain pieces of information including your name, email address and any other information which you provide within your message.

Evolution Lifts & Escalators may also use the information it gathers to communicate with you regarding new products or services offered by Evolution Lifts & Escalators or to notify you of any safety concerns.

When we receive a telephone call from you, we may collect your name, contact telephone number(s) and any other information which you provide during our

conversation. We do not record telephone calls. We do not process orders over the telephone.

3. WHERE DO WE PROCESS AND HOLD YOUR INFORMATION?

Your personal data is processed at Evolution Lifts & Escalators located at 12 Lower Hatch Street, Dublin 2, D02 R682, Ireland. Hosting and storage of your data takes place at Evolution Lifts & Escalators, 12 Lower Hatch Street, Dublin 2. Ireland. No third-party providers have access to your data, unless specifically required by law.

4. WHY DO WE REQUIRE YOUR PERSONAL INFORMATION?

We need your personal data to provide you with the following services in respect of Evolution Lifts & Escalators.

- Installations and testing
- Service and Repairs
- Refurbishments and Modernisations
- Technical guidance

5. HOW LONG DO WE OBTAIN THIS INFORMATION?

Evolution Lifts & Escalators will take every reasonable step to ensure that your personal data is only processed for the minimum period required for the purposes set out in this Online Privacy Policy.

Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or if is set out in any relevant contract you hold with us.



6. WHAT ARE YOUR RIGHTS?

Should you have any questions regarding this Online Privacy Policy or believe that any personal data we hold on you is incorrect or incomplete, please contact us at.

Evolution Lifts & Escalators
12 Lower Hatch Street
Dublin 2.
D02 R682
Phone: 01 5240660
Email: emma@evolutionlifts.ie

If you wish to complain about how we have handled your personal data, please contact our Data Protection Officer at emma@evolutionlifts.ie or in writing at Evolution Lifts & Escalators, 12 Lower Hatch Street, Dublin 2 D02 R682. Our Operations & Compliance team will then investigate your complaint and work with you to resolve the matter. If you still feel that your personal data has not been handled appropriately according to the law, you can contact the Data Protection Commissioner and file a complaint with them, contact details are available at the following website (www.dataprotection.ie).

7. CHANGES TO THIS ONLINE PRIVACY POLICY.

Please note there may be instances where we may have to amend this policy. Please review this policy occasionally to ensure that you are satisfied with any changes.