



Privacy Policy

This Privacy Policy (the "Policy") governs the use of www.complywise360.ie (the "Website"). This Website is owned and operated by **Comply Wise 360 Consultancy Limited**. This Website is a portfolio. We are committed to safeguarding the privacy of our website visitors and service users.

Comply Wise 360 Consultancy Limited ("we", "us", or "our") is committed to protecting your privacy and ensuring that your personal data is handled in accordance with the **General Data Protection Regulation (GDPR)** and other applicable data protection laws. For data protection law purposes, we act as the **Data Controller** within the meaning of the General Data Protection Regulations 697/2016/EU ("GDPR") and applicable Irish data protection legislation (currently the Irish Data Protection Act 1988 to 2018).

This Policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website www.complywise360.ie, engage with our services, or communicate with us.

By using this website, you signify your expressed acceptance of this Policy.

This Policy contains a dispute resolution clause that impacts your rights about how to resolve disputes. Please read it carefully.

What type of Personal Data do we collect and process?

We may collect, store, and process your name, employer details, company name, job title, industry, regulatory requirements, billing information, payment details, postal address, date of birth, email address, IP address, telephone number, contact data, details of services we provide to you, signatures, identification documents, and interactions with you by phone or email. Information you provide when engaging with our consultancy services, including reports, assessments, and project details.

Automatically Collected Information

When you visit our website, we may collect certain information automatically, such as:

- **IP address**



- **Browser type and version**
- **Time zone settings**
- **Operating system and platform**
- **Referring/exit pages** and details of your browsing activity on our website.

We use cookies and similar tracking technologies to collect this information. Please see our **Cookie Policy** for more details.

We may process information contained in any enquiry you submit to us regarding services that came from any form of communication content and metadata associated with the communication for the purposes of offering, selling and marketing services to you. The legal basis for this process is consent and for this processing is our legitimate interests, namely the proper administration of our website and business and communications with users. Our website will generate the metadata associated with communications made using the website contact forms. Please do not supply personal data for any other person to us, unless we prompt you to do so.

Information from Third Parties

We may receive information about you from third parties such as:

- Business partners or referral sources
- Publicly available information

Intellectual Property

All content published and made available on our website is the property of **Comply Wise 360 Consultancy Limited** and the Website's creators. This includes images, text, logos, documents, downloadable files and anything that contribute to our website's composition.

How do we collect Personal Information?

When you get in touch with us about our services, using our contact forms, you provide us with specific information. We use this specific information to collect personal information about you from your contacting us about a query, question or enquiry made via our website.



How We Use Your Personal Data

We use your personal data for the following purposes:

To Provide Consultancy Services

- Responding to inquiries and requests for consultancy services.
- Delivering regulatory compliance assessments, reports, and solutions.
- Managing client relationships and communications.

To Fulfill Legal and Regulatory Obligations

- Maintaining records of client engagements.
- Complying with regulatory requirements, such as anti-money laundering (AML) or know-your-customer (KYC) obligations.

For Marketing and Communication Purposes

- Sending you newsletters, regulatory updates, or information about services that may interest you, provided you have given your consent.
- Managing event registrations and communications for workshops, webinars, or other events.

For Website Improvement and Analytics

- Analysing website traffic and user behaviour to improve our website's functionality and user experience.
- Personalising website content based on your preferences.

Amendments

We may update this Policy occasionally in response to changes in legal, technical, or business developments. When we update this policy, we will publish a new version on our website.

Data Retention and deleting personal data

We will retain your personal data only for as long as necessary to fulfill any purpose or purposes for which it was collected, including compliance with legal, accounting, or reporting obligations. In certain instances, it may not be possible to specify the retention



period in advance. In such cases, we will determine the retention period based on our legitimate needs to retain the data.

Specific retention periods may vary based on the type of data and the purpose for which it is processed. We will securely delete or anonymise your data when it is no longer needed.

Your Data Protection Rights

We provide a summary of your rights under data protection law. Some of these rights are complex, and the summaries provided here do not cover every detail. For a more comprehensive explanation, we recommend reviewing the relevant laws and guidance from regulatory authorities.

You have the following rights under GDPR, in certain circumstances and subject to certain exemptions, with respect to your personal data:

- **Right to Access the data:** You have the right to request access to the personal data we hold about you. Together with any other information about our processing of that personal data.
- **Right to Rectification:** You have the right to request the correction of any inaccurate personal data and to complete any incomplete personal data, considering the purpose of the processing.
- **Right to Erasure ("Right to be Forgotten"):** In certain circumstances, you can request the erasure of your personal data without undue delay. These circumstances include situations where the data is no longer necessary, you withdraw consent, you object to the processing under applicable laws, the data was unlawfully processed, or it is used for direct marketing purposes. However, there are exclusions to this right, such as when processing is necessary for freedom of expression, compliance with legal obligations, or the establishment, exercise, or defense of legal claims.
- **Right to Restrict Processing:** You can request that we limit the processing of your personal data under certain circumstances. You can object to the processing of your personal data on grounds related to your situation if the legal basis for processing is public interest or our legitimate interests. We will cease processing

unless we demonstrate compelling legitimate grounds that override your rights, or the processing is for legal claims.

- **Right to object to direct marketing:** You have the right to object to our processing of your personal data for direct marketing purposes, including profiling. If you object, we will stop processing your data for this purpose.
- **Right to object to research or statistical processing:** You may also object to our use of your data for scientific or historical research or statistical purposes, unless the processing is necessary for tasks performed in the public interest.
- **Right to Data Portability:** Where the legal basis for processing your data is consent or a contract, and the processing is automated, you have the right to receive your personal data in a structured, commonly used, and machine-readable format. This right does not apply where it would negatively affect the rights and freedoms of others.
- **Right to Lodge a Complaint:** If you believe our processing of your personal data violates data protection laws, you have the right to file a complaint with a supervisory authority in the EU member state where you reside, work, or where the alleged violation occurred.
- **Right to Withdraw Consent:** Where we rely on your consent to process your data, you can withdraw your consent at any time. The withdrawal will not affect the lawfulness of processing that took place before the withdrawal.

To exercise any of these rights, please contact us using the contact details below.

Age Restrictions

The minimum age to use our website is 18 years old. By using this website, users agreed that they are over 18 years old. We do not assume any legal responsibility for false statements about age.

Acceptable Use

As a user of our website, you agree to use our website legally, not to use our website for illegal purposes, and not to:

- Harass or mistreat other users of our website;
- Violate the rights of other users of our website;



- Act in any way that could be considered fraudulent; or
- Post any material that may be deemed inappropriate or offensive.

If we believe you are using our website illegally or in a manner that violates this Policy, we reserve the right to limit, suspend or terminate your access to our website. We also reserve the right to take any legal steps necessary to prevent you from accessing our website.

Limitation of Liability

Comply Wise 360 Consultancy Limited and our director, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities and expenses including legal fees from your use of the website.

Dispute Resolution

Subject to any exceptions specified in this Policy, if you and **Comply Wise 360 Consultancy Limited** are unable to resolve any dispute through informal discussion, then you and **Comply Wise 360 Consultancy Limited** agreed to submit the issue before a mediator. The decision of the mediator will not be binding. Any mediator must be a neutral party acceptable to both you and **Comply Wise 360 Consultancy Limited**.

Notwithstanding any other provision in this Policy, you and **Comply Wise 360 Consultancy Limited** agree that you both retain the right to bring an action in small claims court and to bring an action for injunctive relief or intellectual property infringement.

Please note that the above rights are not always absolute and there may be some issues that cannot be resolved. You may lodge a complaint with a supervisory authority. The Irish supervisory authority is the Data Protection Commission:

Lo Call Number: 1890 252 231

Email: info@dataprotection.ie

Postal Address: Data Protection Commission, Canal House Station Road, Portarlington, R21 AP23 Co Laois.

Security of your data



We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, misuse, or disclosure. These measures include encryption, access controls, and regular security assessments.

However, please note that no data transmission over the internet is entirely secure. We cannot guarantee the security of your data transmitted to our website.

Contact details

If you have any questions or concerns about this Policy or how we handle your personal data, please contact us at:

Comply Wise 360 Consultancy Limited

Email: info@complywise360.ie

Phone: + 353 87 2699 111

Address: Carrigmannon, Glynn, Enniscorthy, Co Wexford, Y21 T2V5

This Policy ensures that **Comply Wise 360 Consultancy Limited** complies with GDPR requirements while providing a clear explanation of how personal data is handled, ensuring transparency for clients and website visitors. You can modify the contact information and specifics to suit your business needs.

Effective Date: 10th day of October 2024.