

Sunbeam House Services Privacy Statement & Cookies

This website is maintained by Sunbeam House Services (SHS). SHS is committed to protecting and respecting your privacy. This document sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by us. Any personal data which you volunteer will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988-2003 and applicable EU Directives.

Any personal data you provide will be used for the purpose for which you supply it, will be held securely and will only be shared, if necessary, with Government Departments/Agencies and agents in accordance with law.

This statement relates to our privacy practices in connection with this website. Some technical terms used in this statement are explained at the end of this page.

For the purposes of the Data Protection Acts 1988-2003 (as amended) the data controller is Sunbeam House Services of Cedar Estate, Killarney Road, Bray, Co Wicklow.

Data Protection Acts

The Data Protection Acts 1988 and 2003 are designed to protect people's privacy. They give effect to the Council of Europe Data Protection Convention. The Acts confer rights on individuals in relation to the privacy of their personal data as well as responsibilities on those person's holding and processing the data.

What is 'personal data'?

Personal data means data relating to a person who is or can be identified either from the data itself or in conjunction with other information that is in, or is likely to come into, the possession of Sunbeam House Services. It covers any information that relates to an identifiable, living individual. This data can be held on computers or in manual files.

Data Controller

A 'data controller' means a person who, either alone or with others, controls the contents and use of personal data.

Sunbeam House Services Obligations

Sunbeam House Services obligations under the Data Protection Acts are that:

- Data must be obtained and processed fairly
- Data must be accurate, complete and where necessary, kept up to date
- Data must have been obtained only for one or more specified, explicit and legitimate purpose
- Data must not be further processed in a manner incompatible with that purpose
- Data must be adequate, relevant and not excessive in relation to the purpose for which they were collected or are further processed.
- Data must not be kept for longer than is necessary for that purpose

- Appropriate security measures must be taken against unauthorised access to, or unauthorised alteration, disclosure or destruction of the data, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing.

Collection and Use of Personal Information

This website does not collect any personal data, apart from information that you volunteer (for example, when filling a form) and your IP address. Any information you provide in this way is used only for the purpose for which you provide it. Currently, these purposes can include:

- Enquiring about our services.
- Making a complaint
- Making a compliment
- Making a Freedom of Information (FOI) query

Any personal data will only be shared, if necessary, with the relevant areas of Sunbeam House Services, and with Government Departments/Agencies, in accordance with law.

Rights of Access

Under Section 4 of the Acts, a person has a right to be given a copy of his/her personal data. You can make a subject access request by writing to the Data Protection Officer, Sunbeam House Services, Cedar Estate, Killarney Road, Bray, Co. Wicklow, who will assist you in making your request.

Sections 4 and 5 of the Data Protection Acts set out a small number of circumstances in which your right to see your personal records can be limited. This is necessary in order to strike a balance between the rights of the individual, on the one hand, and some important needs of civil society, on the other hand. For example, the right of access to medical data is restricted in some very limited circumstances, where the health and mental well-being of the individual might be affected by obtaining access to the data. Your right to obtain access to examination results and to see information relating to other people is also curtailed.

Freedom of Information (FOI)

Another way you may obtain personal information is under the Freedom of Information Act 2014. Under the Freedom of Information Act every person has a right, subject to certain restrictions to access information held by Government Departments, agencies and other designated bodies in receipt of public funding. The Acts also allow for persons to seek access to their own data held by such bodies. There is no fee for this service. You can make a Freedom of Information request by writing to the Freedom of Information Officer, Sunbeam House Services, Cedar Estate, Killarney Road, Bray, Co. Wicklow, who will assist you in making your request.

Right of rectification

Under Section 6 of the Data Protection Acts, a person has the right to have his/her personal data corrected, if inaccurate, or erased, if there is not a legitimate reason for retaining the data. Sunbeam House Services makes every effort to ensure that your personal data is accurate and only retained for as long as it is required. If you have reason to believe that your personal data held by

Sunbeam House Services is not accurate or should no longer be retained, you can write to the Data Protection Officer on the issue setting out clearly what personal data is at issue and the reasons why you consider it to be inaccurate and/or why Sunbeam House Services should no longer retain it. There is no fee for this service. Write to the Data Protection Officer, Sunbeam House Services, Cedar Estate, Killarney Road, Bray, Co. Wicklow

Concerns over Data Protection

If you are concerned that an employee has accessed your personal information illegally and/or that your personal data may have been disclosed to a 3rd party illegally you can make a formal written complaint to the Data Protection Officer, Sunbeam House Services, Cedar Estate, Killarney Road, Bray, Co. Wicklow.

This matter will be investigated by Data Protection Officer and you will be notified regarding the outcome of the investigation as soon as possible.

Where can I get more information about my rights under the Data Protection Acts

The Data Protection Commissioner website offers an explanation of the rights and responsibilities under the Data Protection Acts (<http://www.dataprotection.ie>) and information is also available from:

The Data Protection Commissioner's Officer
Canal House
Station Road
Portarlinton
Co Laois

You can contact the Data Protection Commissioner's office by email: info@dataprotection.ie or by phone 1890 2522 231.

Information we routinely collect

We may collect the following information from each user of this site:

- Statistical information (IP address, hostname, web browser version, pages visited, etc.).
- The previous website address from which you reached us, including any search terms used.
- The date and time you access our site.
- Other information submitted in forms, for example, if you submit your personal details when submitting an online form.

Cookies

Cookies are small pieces of information, stored in simple text files, placed on your computer by a website. Some cookies can be read by the website on your subsequent visits. The information stored in a cookie may relate to your browsing habits on the webpage, or a unique identification number so that the website can 'remember' you on your return visit. Other cookies are deleted when you close your browser and only relate to the working of the website. Generally speaking,

cookies do not contain personal information from which you can be identified, unless you have furnished such information to the website.

Cookies may be set in a number of places on the website:

- When you first visit the website, you will see a message informing you about the privacy statement. If you click the 'Hide this message' button, a cookie will be set which records this action.
- Cookies are created to capture information for use with website analytics. They help provide Sunbeam Media with accurate statistics to provide a better service and for administering the site, including troubleshooting, testing, data analysis, statistical purposes.

Most browsers allow you to turn off Cookies or to customise your settings for cookies. To find out how to do this, see the 'Help' menu on your browser.

Links

This website may contain links to other non-Sunbeam House Services sites, Sunbeam House Services is not responsible for these sites or for the privacy statements of other websites.

Notification of Change

Sunbeam House Services reserves the right to amend this statement at any future date and will post any substantive changes here.

GLOSSARY OF TECHNICAL TERMS USED:

IP Address	Your IP address identifies your computer (or your internet service provider's computer) in internet protocol code (for example 123.456.78.90). Every computer connected to the web has a unique IP address, although the address may not be the same every time a connection is made
Web Browser	A web browser is the piece of software you use to read web pages. Examples are Microsoft Internet Explorer, Edge, Chrome, Safari, Mozilla Firefox and Opera.