

## Coastline Solutions - Privacy Policy

This privacy policy explains how Coastline Solutions uses the personal data we collect from you when you use our website and/or products and services. Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
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- What types of cookies do we use?
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### What data do we collect?

Coastline Solutions collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Data related to your progress while taking our training courses.

### How do we collect your data?

You provide Coastline Solutions with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Enrol on one of our product/service mailing list

Coastline Solutions may also receive your data indirectly from the following sources:

- Other people in your organisation, or one of our partner organisations, who register you to use our products or services, for example your line manager or training manager when assigning one of our training courses to you.

### How will we use your data?

Coastline Solutions collects your data so that we can:

- Process your order and manage your account.
- Register you on a mailing list that you choose to subscribe to
- Email you with special offers on other similar products and services we think you might like.

When Coastline Solutions processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

### How do we store your data?

Coastline Solutions securely stores your data on our secure servers hosted by Sungard AS.

Coastline Solutions will keep your data for the period of time necessary to provide you with our services. Once this time period has expired, we will delete your data.

### **Marketing**

Coastline Solutions would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Coastline Solutions from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email us at: [info@coastlinesolutions.com](mailto:info@coastlinesolutions.com)

### **What are your data protection rights?**

Coastline Solutions would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request Coastline Solutions for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that Coastline Solutions correct any information you believe is inaccurate. You also have the right to request Coastline Solutions to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that Coastline Solutions erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that Coastline Solutions restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to Coastline Solutions' processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that Coastline Solutions transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [info@coastlinesolutions.com](mailto:info@coastlinesolutions.com)

Call us at: +353 1 235 2166

Or write to us:

Coastline Solutions,  
8A Appian Way,  
Ranelagh,  
Dublin D06 C9N3  
Ireland

### **Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

### **How do we use cookies?**

Coastline Solutions may use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

### **What types of cookies do we use?**

There are a number of different types of cookies, however, our website may use:

- **Functionality** – Coastline Solutions may use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies may be used.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### **Privacy policies of other websites**

The Coastline Solutions website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### **Changes to our privacy policy**

Coastline Solutions keeps its privacy policy under regular review and places any updates on this web page.

### **How to contact us**

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [info@coastlinesolutions.com](mailto:info@coastlinesolutions.com)

Call us at: +353 1 235 2166

Or write to us:

Coastline Solutions,  
8A Appian Way,  
Ranelagh,  
Dublin D06 C9N3  
Ireland

### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Coastline Solutions has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office (<https://www.oic.ie/>)