

## Customers

### Who we are:

L2 Cyber Security Solutions.

Shanballyedmond, Rearcross, Newport, Co. Tipperary, Ireland.

We are a Cyber Security and Data Protection training and consulting company based in Ireland.

You may contact us on [privacy@L2CyberSecurity.com](mailto:privacy@L2CyberSecurity.com)

The data controller's representative is Liam Lynch.

### Where do we process personal data:

- at our office
- OR-
- at other locations where staff are located on occasion

### Purpose of the processing:

We process personal data of individuals who are customers of L2 Cyber Security Solutions for the purpose of being able to contact them to arrange meetings, schedule work and send invoices:

<b>Data</b>	<b>Mandatory?</b>	<b>Legal Basis</b>
Name	Yes	Legitimate interest
Email address	Yes	Legitimate interest
Telephone	Yes	Legitimate interest
Address	Yes	Legitimate interest
Billing Address	Yes	Legitimate interest

The customer needs to give us certain information for us to be able to transact business in the usual way.

### Recipient(s) of the personal data:

There are no recipients of the personal data.

### Details of transfers to third country/countries:

There are no transfers to third countries.

### Data Retention period:

The personal data that is in email will typically be deleted within **6 months** following receipt. Any email that may be required to defend a legal action will be archived and removed from the inbox and maintained in the archive for up to **2 years**.

This is a data controller decision based on the need to maintain records which will protect L2 Cyber Security in a legal action taken by an individual.

Personal data that is on an invoice will be maintained for up to **6 years**.

This is a Revenue Commissioners statutory requirement.

### Your rights:

You have the following rights in respect to the personal data that L2 Cyber Security Solutions hold on you. Please contact us at the address above in order to exercise any of these rights:

1. The right to be informed

You have the right to receive “fair processing information”.

2. The right of access

You have the right to obtain:

- Confirmation of your personal data being processed
- Access to a copy of your personal data
- And any other supplementary information

3. The right to rectification

You have the right to have your personal data corrected if it is inaccurate or incomplete

4. The right to erasure (includes withdrawal of consent)

You have the right to have your personal data erased, in the following circumstances:

- You withdraw consent.
- The personal data has to be deleted to comply with a legal obligation.
- The personal data was unlawfully processed.
- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected.

## Right to be Informed

- Where you object to the processing and there is no superseding legitimate requirement to continue the processing.
- The personal data is processed in relation to the offer of “information society services” to a child.

### 5. The right to restrict processing

You have the right to ‘block’ or suppress processing of personal data

### 6. The right to data portability

You have the right to obtain and reuse your personal data for your own purposes across different services.

### 7. The right to object

You have the right to object to:

- Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling).
- Direct marketing (including profiling).
- Processing for purposes of scientific/historical research and statistics.

### 8. Rights in relation to automated decision making and profiling

You the right not to be subject to a decision when:

- It is based on automated processing.
- It produces a legal effect or a similarly significant effect on the data subject.

## The right to complain:

If you feel that L2 Cyber Security Solutions has not fulfilled its obligations under the [Data Protection Act 2018](#), then you have the right to lodge a complaint with the [Data Protection Commission](#) (DPC).

The DPC provides a webform to make a complaint here:

<https://forms.dataprotection.ie/contact>

## Automated decision making, including profiling:

L2 Cyber Security Solutions do not use any automated decision making or profiling.