



[We've updated our Privacy Statement in line with the new General Data Protection Regulations \(GDPR\).](#)

Protecting your personal information is important to WERS, and so is being transparent about how we collect, use, store, share and protect your personal data in-line with applicable Data Protection legislation, including the European Union's GDPR that is effective as of May 25, 2018. Our updated privacy statement covers the personal information we collect about you when you use our products and/or services, and when you interact with us (for example, by signing up on our website for information about our products and/or services). We are looking forward to staying in touch with you, however if you no longer wish to hear from us or if you have any questions around how WERS handles GDPR, you can contact us on 00 353 93 24027 or email info@werswate.ie

[Privacy Policy](#)

This Privacy Statement covers the personal information we collect about you when you use our services and/or products, and when you interact with us (for example, by signing up on our website for information about our products and/or services).

[What personal data we collect about you](#)

Account and Profile information: We collect information about you when you enquire about or purchase our services and/or products. For example, you may provide your contact information and billing information when you enquire about and purchase our services and/or products. We will also record any support or service requests you make, and we may record any feedback you provide to us.

[Cloud Solutions](#)

When you use a cloud version of our services, such as our customer portal, the content that you input, send, receive and share will be collected and stored in servers of our third-party cloud provider. We have entered into agreements with our cloud provider that include robust data processing, security and confidentiality terms, to ensure that your information is safely stored and is regularly backed up.

[Payment information](#)

We collect certain payment and billing information when you subscribe to or purchase services and/or products. This might include identifying a billing representative, together with their name and contact information. You might also provide payment information, such as bank details, a direct debit mandate or payment card details.

[Cookies](#)

We, and our third-party partners, such as our marketing and analytics partners, use cookies (small text files placed on your device) and similar technologies to provide our website services and to collect data about your use of our website. Cookies allow us, among other things, to store your preferences and settings; enable you to sign-in; combat fraud; and analyse how our websites and online services are performing.

[WERS website](#)

Our web sites may contain links to other websites. We are not responsible for the privacy practices of third party web sites should you visit them from a link on our websites.

[What personal data do we collect?](#)

If you complete our on-line request forms or contact us by email, we will collect various pieces of personal information including items such as your name, email address, postal address and telephone number.

[Your personal data](#)

Use:

Personal data submitted on this web site will be used for the following purposes only

- (a) to assist with the processing of any request you make to us via the web site
- (b) to review, develop and improve our web site and the products and services we offer
- (c) for marketing purposes such as providing you with details of products, services, events and promotions which may be of interest to you

Disclosure:

Your data will only be used within & between the staff at WERS

Security:

We will take all reasonable precautions to prevent the loss, misuse or theft of your personal information. Sending personal information over the internet can be insecure and you should be aware of the security risks of providing information on-line.

[Your information and your rights](#)

You have the following rights:

- To be informed about how we obtain and use your information
- To ask for a copy of the information that we hold about you
- To have your information corrected if you inform us of any incorrect details
- To request to have your information erased (the Right to be Forgotten)
- To object to the processing of your information
- To have information you provided to us returned to you
- To withdraw your consent to the processing of your information, at any point
- To object to any decisions based on the automated processing of your personal data
- To lodge a complaint with the Information Commissioners Office (ICO)

If you would like to use any of these rights, please contact info@werswaste.ie

[How long we keep personal information](#)

WERS will only retain your personal information for as long as it needs it to carry out a purpose or to meet an obligation.

We regularly review our records to ensure that we only retain your personal information for as long as is necessary for the purposes set out in this Privacy Policy.

[Keeping personal information accurate](#)

WERS will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, WERS relies on customers to ensure that some of the information it holds about them is accurate and up-to-date. We encourage customers to inform WERS of any changes to their information.

[Opt-out rights](#)

If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time, but this will not affect any processing that has already taken place. Where we are using your information because we or a third party (such as your employer) has a legitimate interest to do so, you have the right to object to that use though, in some cases, this may mean no longer using the products and/or services.

You may opt out of receiving promotional communications from us by using the unsubscribe link within each email or by contacting us as provided below. Even after you opt out from receiving promotional messages from us, you may continue to receive transactional messages relating to your use of our products and/or services.

[Changes to our Privacy Statement](#)

*We may change this privacy statement from time to time. We will post any privacy statement changes on this page and, if the changes are significant, we may send you an email notification. **If you do not agree with this statement, do not access or use our products and/or services or interact with any other aspect of our business please let us know.***

[Contact Us](#)

If you have any questions about this privacy policy, cookie information or treatment of your personal data please contact us on 00 353 93 24027 or email info@werswaste.ie

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