

Data Protection & Privacy Notice

Fast Wireless Internet Ltd. Trading as ARRA Communications collects and processes data that is covered by the EU GDPR (European Union General Data Protection Regulations) which strengthens the rights of individuals regarding their personal data and seeks to unify local data protection laws across Europe.

The purpose of this document is to inform our customers and users about what data we collect on them, and how this data is processed.

If you are unsure of what data we have collected on you, wish to see our records on you, or are unsure of any aspect of our processing, please contact us using one of the methods below.

Via Mail:

ARRA Communications
Boru House
Ballina
Killaloe P/O
Co. Tipperary
Ireland
V94DT3C

Via Phone: 061 514 513 (INTL: +353 61 514 513)

Via Email: info@arra.ie

Data We Collect:

Data	Source
Full Name	Customer
Full Address / GPS / Eircode	Customer or via Address Lookup on Eircode.ie
Telephone Number	Customer
Email Address	Customer
Premises Owner	Customer or Premises Owner
Bank Name and Address	Customer (via SEPA DD Mandate)
Bank Account Number / IBAN	Customer (via SEPA DD Mandate)
Swift BIC	Customer (via SEPA DD Mandate)

Data We Associate:

Data	Source
IP Address	ARRA Communications
MAC Address	ARRA Communications
Account Number / Account ID	ARRA Communications

How we Collect Data:

We typically ask for any details we require when you sign up for our services via phone, email, or in person.

Basis for Processing Data:

The primary and principal purpose for processing user data by ARRA Communications is to meet our **contractual obligations** to the customers, i.e. managing orders, recording of service issues etc...

In some instances, data may be processed outside of our contractual obligations to the customer in order to meet our **legal requirements** for record keeping and accounts.

In order to keep our customers up to date with our latest offerings, we may occasionally process customer data for marketing purposes (sending promotional emails, flyers etc...) however this may only happen with the customers express **consent**. Should a customer decide at any time to withdraw consent for this, they simply need to inform us using one of the methods listed above and we will update our records to indicate the customer no longer consents to data processing for marketing purposes.

Retention of Data:

ARRA Communications will retain all customer data for the required periods defined by legal and regulatory bodies in Ireland.

In some circumstances, customer data will be removed from our live systems at the time of expiry of the retention period, however data may remain in encrypted archives for the purpose of Business Continuity and Disaster Recovery. This data will be overwritten at interval with updated backups while older backups will be cycled out and destroyed.

Distribution of Data to 3rd Parties:

For some data, we are required by our contractual obligations to share this data with third parties. An example of this is for payment processing via SEPA Direct Debit.

ARRA Communications currently makes use of third-party customer relations software called Salesforce. This is required for us to meet our Contractual Obligation. The Salesforce GDPR statement is available at <http://www.salesforce.com/GDPR>.

From time to time, we may share your data with additional third parties under the following circumstances:

- Organisations working on our behalf to provide you with products or services.
- If we believe your personal safety is at risk.
- If required by any relevant public authority or law enforcement agency.
- If there is a change in ownership of ARRA Communications.
- If we believe you have provided false information which warrants additional investigation.
- Where a customer has made a complaint, which requires investigation.
- If a credit check is required.
- We may pass your data on to a third party if you fail to meet your contractual obligations.

Your Rights under GDPR:

As a customer of ARRA Communications, under the terms of the GDPR you are considered a “data subject” whilst ARRA Communications is considered a “data controller”. The GDPR assigns several rights to a data subject within the regulations. These rights are listed below.

- **Right to be Informed:** We must inform you of what data is being collected, what this data is being used for, how long it will be retained by us and if this data is to be shared with any third parties. This document serves to inform you of this.
- **Right of Access:** At any stage, you have a right to request a copy of the information that we hold on you.
- **Right of Rectification:** At any stage, should you determine that the data we have stored on you is incorrect or out of date, you may inform us of this and we will rectify any incorrect data at your request.
- **Right to be Forgotten:** In certain circumstances, you can ask for the data we hold on you to be erased from our records. We cannot erase data for which we are required to store under legislation.
- **Right of Portability:** You can request we transfer any data we hold on to another company.
- **Right to Restrict Processing:** You can request that we limit the processing of your data, however we cannot restrict processing which is required in order to meet our contractual obligations, nor may we restrict the processing of data which we are required to do as a result of any legal requirements.
- **Right to Object:** You have the right to challenge certain types of processing, i.e. marketing.
- **Rights related to Automated Processing:** You have the right to request a review of any automated processing of your data if you believe the GDPR is not being applied appropriately.

How to Access Your Data:

If you would like to request a copy of your personal data, you can do so via email to accounts@arra.ie or by post to:

Data Protection Officer
ARRA Communications
Boru House
Ballina
Killaloe PO
Co. Tipperary
Ireland
V94DT3C

Complaints:

If you believe we have processed, stored, accessed or acted upon data we have on you in violation of the GDPR, complaints can be addressed to the Data Protection Commissioner. More information on this is available at <http://www.dataprotection.ie>.