



F-Gas Registration Ltd

Website User Privacy Policy

F-Gas Registration Ltd (FGR) is the F-Gas registration body in the Republic of Ireland and is appointed by the Department of Communications, Climate Action and Environment (DCCAIE) under S.I. No 658 of 2016 European Union (Fluorinated Greenhouse Gas) Regulations 2016. As part of our remit under these regulations we are required to hold information on our website about our registered users and their staff who handle Fluorinated Greenhouse Gases. FGR holds this information on a secure website and each registered user has access to the details and information that they have submitted. FGR does NOT sell this data or pass it on to third parties. FGR takes all reasonable steps to protect the privacy and security of the information collected. This document explains how FGR uses the information supplied by you on our website and the procedures that we have in place to safeguard your privacy.

What is the GDPR relationship between you and F-Gas Registration Ltd?

In the legislation F-Gas Registration Ltd is defined as the Data Processor and you, our client is the Data Controller

Fair Process Notice:

F-Gas Registration Ltd (FGR) will use the information collected from you as part of your registration application for the following purposes:

- The Registration of businesses and companies who handle Fluorinated Greenhouse Gases as per EC Regulation 517/2014 and Irish S.I. No 658 of 2016
- The collection of your business / company data as part of your application for a business or company F-Gas Certificate under EC Regulation 517/2014 and S.I. No 658 of 2016
- The collection of your employees' personal data, which hold an F-Gas Handling qualification as required under EC Regulation 517/2014 and S.I. No 658 of 2016 in order for you to apply for a business or company F-Gas Certificate.
- To send email reminders of expiry date and renewals for Business or Company F-Gas Certificate
- To send email information updates on European and National F-Gas Regulations
- When you register on the website, you confirm that you are consenting to F-Gas Registration Ltd to use of your personal data for the aforementioned purpose(s) and are granting F-Gas Registration Ltd permission to carry out those actions and or activities.
- F-Gas Registration Ltd is committed to ensuring that all personal information collected and processed is appropriate for the stated purpose(s) and shall not constitute an invasion of your privacy.
- As the data controller you are required to keep your details up to date and check that your data is correct annually on renewal of your business or company F-Gas Certificate.
- If your employee leaves your company, you are required to delete their information from our website.
- We will never share your personal data with third parties, unless we are requested by to do so by the Department of Communications, Climate Action and Environment (DCCAIE), the EPA in Ireland or the European Commission under EC Regulation 517/2014 or Irish S.I. No 658 of 2016
- The only information displayed on our website is your Company Name, Contact, Address, Telephone Number, your current Certificate Number, the number of years that you have been registered with us and the number of your employees who are Certified to Handle Fluorinated Greenhouse Gases (F-Gases)
- No Personnel details about your employees are displayed on our website
- F-Gas Registration Ltd is committed to ensuring that all personal information collected and processed is appropriate for the stated purpose(s) and shall not constitute an invasion of your privacy. We will NOT share your data with third parties for marketing purposes.
- We may only share your personal data with third party services providers who are contracted by us and shall ensure that they will only hold your personal data securely and shall only use it in order to fulfil the service for which they are contracted (such as the FGR website maintenance

etc).When there is no longer a service need or the contract comes to an end, the third parties will dispose of all personal data according to our procedures.

- F-Gas Registration Ltd will process your data (collect, store and use) according to the requirements of GDPR at all times and shall endeavour to keep your personal data up-to-date, ensuring its accuracy and will not keep it for longer than required.
- We shall never be intrusive or invasive of your personal privacy and shall not ask you to provide data that is irrelevant or unnecessary and we will enact strict measures and processes to ensure that the risk of unauthorised access or disclosure of your personal data is minimised as much as possible.

Anyone can access the FGR website without giving out any personal information

Registering on our website:

When registering on our website you will need to give the following information, Company Name, Contact Name, Address of the Company, Telephone Number, Email Address, Personal Details of employees who hold an F-Gas Handling Certificate and details of the tools and equipment you have in order to obtain a Business or Company F-Gas Certificate. This information is required under EC Regulation 517/2014 and Irish S.I. 658 of 2016

Payment Information for online registration:

When registering or renewing your F-Gas Certificate online, F-Gas Registration Ltd requires you to provide billing and shipping details (where applicable). This information allows us to process and dispatch your order. FGR does not hold any payment (credit card or bank) details collected. These are processed through a third party secure payment organisation Realex / Sage Pay.

How do we Protect User Information:

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order, enters, submits or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

Use of Personal Data:

FGR processes your personal data for specific purposes and collects data that is adequate, relevant and not excessive for those purposes, namely the Registration of Business and or Companies who handle F-Gases in connection of their business for Registration purposes under EC Regulation 517/2014 and Irish S.I. 658 of 2016.

- We send you email reminders that your F-Gas Certificate is due to expire.
- We send you emails regarding renewal of your F-Gas Certificate.
- We may send you information of changes to the F-Gas Regulations.
- We may send you information on the F-Gas regulations as requested by you.

We do NOT share, sell or distribute your Personal Data to third parties, except to the Department of Communications, Climate Action and Environment (DCCA), the EPA in Ireland and the European Commission when requested to do so under the F-Gas Regulations.

Use of cookies and other information gathering technologies:

FGR uses technology to collect anonymous information about the use of our website and to improve the content and functionality of our website and our email updates, we use cookies to track user navigation and improve user experience.

Disclosure of your Personal Data:

We do NOT share, sell or distribute your Personal Data with third parties, except for our requirements under EC Regulations 517/2014 and Irish S.I. 658 of 2016 to DCCAE, the EPA in Ireland and the European Commission. Personal Data may sometimes be used by our third party contractors in order to dispatch renewal / reminder emails.

We only keep your Personal Data only for as long as reasonably necessary for the purposes for which is collected or to comply with EU and Irish F-Gas Regulations. Your Personal Data is contained behind secure networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential. In addition, all sensitive information supplied by you is encrypted via Secure Socket Layer (SSL) technology.

Data Access and Corrections:

You have control over the information you have uploaded on our website, you can access this information at any time using your login details and password. You can change this information and update your details at anytime.

Please note that you are required to keep your F-Gas Handling qualified engineers details update as part of the F-Gas Regulations in order to hold a business or company F-Gas Certificate.

Your Obligations:

In using this website, you agree to provide true, accurate, current and complete information about your company. FGR has the right to suspend or terminate your account/registration/certificate use of the website if you are in breach of this obligation.

You are responsible for maintaining the confidentiality of your password and login details.

You agree to indemnify, release and hold us harmless as well as our officers, directors, managers, employees, from any claim, liability, loss, expense or demand, including legal fees, related to your violation of these Terms or your access or use of this website or any of the information, materials, products or services available through this website.

Links to other Websites:

This Privacy Policy only applies to this website. This website contains hyperlinks to websites that are NOT controlled by FGR and are NOT responsible for their data and privacy practices.

Your Consent:

By submitting your information you consent to the use of that information as set out in this Privacy Policy. If we change our Privacy Policy we will post the change to this page, so that you may be aware if the information we collect and how we use it at all times. Continued use of the service will signify that you agree to any such changes.

Website Terms and Conditions of Use:

To register to use the website you must accept these Terms, which represent a binding contract between you and FGR. If you do not wish to be bound by these Terms you should exit the website.

Ownership:

This website and its design, content, text, organisation, graphics, compilation, magnetic translation, digital conversation and other matters related to this website are protected under applicable copyrights, trademarks and other proprietary (including, but not limited to, intellectual property) rights and are the property of F-Gas Registration Ltd or the material is included with the permission of the rights owner and is protected pursuant to copyright and trademark laws. ALL RIGHTS REVSERVED

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Written permission to reproduce FGR copyright material should be in writing to info@fgasregistration.ie or F-Gas Registration Ltd, D.C.C.A. House, 70B Grange Close, Baldoyle Industrial Estate, Dublin, D13 PK71.

Logos and Graphics:

The copying or use of the FGR logo is not permitted without prior written permission / approval from FGR.

The FGR logo, all product names, all page headers, all custom graphics, all button icons, all trademarks, service marks and logos appearing on this website, unless otherwise stated, are the service marks, trademarks and/or trade dress of FGR. All other trademarks, product names, company names, logos, service marks and/or trade dress mentioned, displayed or cited on our website are the property of their respective owners. The use or misuse of FGR or other trademarks, product names, company names, logos, service marks and or trade dress or any other materials contained herein, except as permitted herein, is expressly prohibited.

Virus Protection

FGR makes every effort to check and test material at all stages of production. Visitors or customers using the website do so at their own risk. It is good practice for users to run a regularly updated anti-virus programme on all material downloaded from the internet. FGR cannot accept any liability for any loss, disruption or damage to your data or your computer system which may occur whilst using material downloaded from the website or any linked website.

Data Protection Consent:

By agreeing to these Terms, you are agreeing to the terms of our Privacy Policy