

Solver Ireland Website Privacy Policy

Introduction

Solver Ireland Ltd. (“Solver Ireland”, “we”, “us” or “our”), together with its global affiliates, is committed to protecting the privacy and security of personal data. This Privacy Policy describes the categories of personal data we collect, the purposes for which we process such data, the legal bases relied upon, the circumstances under which personal data may be shared, and the rights afforded to you under the General Data Protection Regulation (EU) 2016/679 (“GDPR”) and applicable Irish data protection law.

This Policy applies to all websites and applications operated by Solver Ireland, which link to this Privacy Policy.

Categories of Personal Data Collected

We may collect and process personal data in the following circumstances:

1. **Direct interactions:** Information you provide by completing forms on our website, including requests for demonstrations, registration for events, downloading materials, or contacting us directly. Such data may include your name, business contact details, company information, and any other information voluntarily submitted.
2. **From partners and resellers:** Where you have engaged with an authorised Solver partner or reseller, they may provide us with your business contact details in order to facilitate your interest in Solver products or services.
3. **From organisational administrators:** Where your employer or organisation subscribes to Solver services, an administrator may supply your personal data for the purposes of user account creation and management.
4. **Automated collection:** We may collect technical data, including, but not limited to, Internet Protocol (IP) address, browser type, device information, login details, and usage statistics.
5. **Cookies and analytics:** We utilise cookies and similar technologies to track usage of the website. Certain cookies are necessary for site functionality; others (such as analytics or marketing cookies) will be subject to your prior consent in accordance with the ePrivacy Regulations. We use Google Analytics to analyse website usage. For further information on Google’s processing, please refer to “[How Google uses data when you use our partners’ sites or apps.](#)”

Purposes of Processing

We process personal data for the following purposes:

- To provide access to, maintain, and administer the website.
- To respond to enquiries, requests, and complaints.
- To facilitate billing, invoicing, and customer relationship management.
- To provide technical support and diagnostic assistance.
- To analyse usage in order to improve the website and develop new products.
- To ensure the security and integrity of the website.
- To communicate information regarding updates, upgrades, and marketing (subject to consent where required).
- To comply with legal obligations and protect our legal rights.

Legal Bases for Processing

Processing of personal data will be undertaken only where permitted by law. Our legal bases include:

- **Performance of a contract:** where processing is necessary for the fulfilment of a contract with you or your organisation.
- **Legitimate interests:** including ensuring the security of our website, developing improvements, and communicating with existing business clients, provided such interests are not overridden by your fundamental rights and freedoms.
- **Consent:** for direct marketing and the use of non-essential cookies, where such consent has been freely given.
- **Legal obligations:** where processing is required to comply with applicable laws and regulations.

Disclosure of Personal Data

We do not sell personal data. We may disclose personal data in the following limited circumstances:

- **Within your organisation:** to administrators responsible for managing the website.
- **To service providers:** including Microsoft Azure, Zoho, and other vendors engaged to host, support, or deliver aspects of the website. Such parties are bound by contractual obligations to process personal data only on our instructions and in compliance with applicable law.
- **To partners and resellers:** where necessary to fulfil contractual obligations or provide requested services.
- **To marketing and analytics providers:** for communications and website optimisation, subject to your consent where applicable.

- **To public authorities:** where required by law, regulation, or legal process.
- **In connection with corporate transactions:** in the event of a merger, acquisition, or sale of assets, subject to appropriate safeguards.

International Transfers

Where personal data is transferred outside the European Economic Area (“EEA”), such transfers will be made in compliance with GDPR requirements, including the use of the European Commission’s Standard Contractual Clauses or other recognised adequacy mechanisms.

Data Retention

Personal data will be retained only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When no longer required, personal data will be securely erased or anonymised.

Security of Processing

Solver Ireland implements appropriate technical and organisational measures to ensure a level of security appropriate to the risk, including encryption, access controls, and secure hosting. While we endeavour to protect personal data, no system or transmission can be guaranteed as entirely secure.

Data Subject Rights

Under the GDPR, you have the following rights:

- To obtain confirmation of whether we process your personal data, and access to such data.
- To request rectification of inaccurate or incomplete personal data.
- To request erasure of personal data where no lawful basis for retention exists.
- To restrict processing in certain circumstances.
- To object to processing, including for direct marketing purposes.
- To request data portability.
- To withdraw consent at any time, where processing is based on consent.

Requests should be addressed to: **info-ireland@solverglobal.com**. We will respond in accordance with statutory timelines. You also have the right to lodge a complaint with the **Data Protection Commission** (www.dataprotection.ie).

Marketing Communications

Where you have provided consent, we may send you marketing communications. You may withdraw such consent at any time by using the unsubscribe mechanism in our communications or by contacting us directly.

Transactional or service-related communications may not be subject to opt-out.

Children's Data

The Service is not intended for individuals under 16 years of age. We do not knowingly collect personal data from children. If we become aware that such data has been provided, we will promptly delete it.

Third-Party Links

The website may contain links to external websites. Solver Ireland is not responsible for the privacy practices or content of such third-party websites.

Changes to this Privacy Policy

Solver Ireland reserves the right to amend this Privacy Policy at any time. Material changes will be notified through the website and via email, and, where legally required, consent will be sought. Unless otherwise stated, changes take effect immediately upon posting.

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