

Privacy Notice

coatspaintingservices.com

Introduction

Coats Painting Services respects your right to privacy and is committed to protecting the privacy of users of coatspaintingservices.com and associated online properties. We comply with our obligations under the General Data Protection Regulation (the "GDPR") and the Irish Data Protection Act 2018.

We understand that you care about the security and privacy of your information. This Privacy Notice (the "Notice") outlines how we handle any personal data you provide to us while visiting this website. You should not use this website if you are not happy with this Notice.

By visiting this website, you are accepting the terms of this Notice. Any external links to other websites are clearly identifiable as such, and we are not responsible for the content or privacy policies of those websites. Linking to another website does not constitute an endorsement by Coats Painting Services.

Information We Collect

We retain two types of information:

(a) Non-Personal Data

You can browse the website without telling us who you are or revealing any personal information. Like most websites, we gather statistical and analytical information on an aggregate and anonymous basis from all visitors. This Non-Personal Data includes your domain name, browser type, operating system, referring website, pages visited, and dates/times of visits.

(b) Personal Data

Personal Data is data that identifies you or can be used to identify or contact you. Personal Data is collected only with your knowledge and permission and is held securely by Coats Painting Services.

If you choose not to provide Personal Data, you can still browse the website, but certain functions may not be available without it.

Personal Data is only collected from you if you voluntarily submit it, apart from your IP address, which is considered personal data under GDPR and is collected by the cookies we use on this website.

Purposes and Lawful Basis for Holding and Using Your Information

Non-Personal Data:

This information is used in aggregate form to better understand how people use our website, for example which pages are most popular and which links are most useful. This helps us improve the website and provide better support. We use cookies to compile this data.

Personal Data:

(a) Newsletter and Email Marketing

If you sign up to receive emails or marketing communications from Coats Painting Services, you may be asked to provide your email address. We rely on your consent (opt-in) as the legal basis for processing this data. If you choose to opt-out, we will not retain any personal data relating to you. Every email we send includes clear unsubscribe instructions.

(b) Contact Form

If you complete the contact form on our website, you will be asked to provide your name, email address, and phone number. We rely on legitimate interest as the legal basis for processing this data.

(c) Quote or Service Enquiry

If you submit a request for a quote or further information about our painting services, you will be asked to provide your name, email address, phone number, and project details such as your address and a description of the work. We rely on legitimate interest and/or contractual necessity as the legal basis for processing this data.

(d) Advertising and Retargeting

We use Google Analytics and Meta Pixel to track website usage and run targeted advertising on Facebook and Instagram. These tools may collect your IP address and browsing behaviour. We rely on your consent (via our cookie banner) as the legal basis for this processing.

Disclosure of Information to Third Parties

We do not sell, trade, or otherwise transfer your personally identifiable information to outside parties. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, provided those parties agree to keep your information confidential.

We share data with the following platforms to run our business:

- Google (Analytics & Ads) – website analytics and advertising
- Meta Platforms Ireland Ltd. (Facebook & Instagram) – social media advertising and retargeting
- Email marketing platform (e.g. Klaviyo / Mailchimp) – service updates and marketing emails
- Website hosting and IT service providers – necessary to operate this website

We may also release your personal data where required by law, or to enforce our site policies and protect the rights and safety of others. We may transfer your data outside the EU, and where we do, appropriate safeguards such as Standard Contractual Clauses (SCCs) will be in place.

Your Rights

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to find out if Coats Painting Services holds personal information about you, and to be told the purpose(s) for holding it
- The right to request a copy of your personal data
- The right to request that we correct any personal data that is inaccurate or out of date
- The right to request that your personal data is erased where it is no longer necessary for us to retain it
- The right to withdraw your consent to processing at any time, where consent is the basis for processing
- The right to data portability – to receive your data in a machine-readable format and, where possible, have it transmitted to another data controller (applies where processing is based on consent or a contract, and carried out by automated means)
- The right to request a restriction on further processing where there is a dispute about the accuracy or processing of your personal data
- The right to object to the processing of your personal data (applies where processing is based on legitimate interests, direct marketing, or scientific/historical research)

- The right not to be subject to a decision based solely on automated processing, including profiling
- The right to lodge a complaint with the Data Protection Commission (DPC) – www.dataprotection.ie

Cookies

Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enable the site's systems to recognise your browser and capture certain information.

We use cookies to track your usage of the website and compile anonymous data about site traffic and site interaction so that we can offer better experiences in the future. This website uses Google Analytics and Meta Pixel to gather statistics about visitors and ad performance.

When you first visit our website, you will be shown a cookie consent banner. You can choose to accept or decline non-essential cookies at any time. If you turn off cookies, some features of our website may not function properly. You can also manage cookie preferences through your browser settings.

Security

Coats Painting Services takes its security responsibilities seriously, employing appropriate physical and technical security measures, and regularly reviewing these responsibilities. We will take all reasonable precautions to prevent the loss, misuse, or alteration of personal data you provide to us.

You accept that any information sent to or from our website may in some circumstances be intercepted or read by others. We accept no liability for loss, injury, or damage occasioned by such interception or disclosure, and we make no guarantees as to the security of any information you volunteer.

Sale of Business

We reserve the right to transfer information (including your Personal Data) to a third party in the event of a sale, merger, liquidation, receivership, or transfer of all or substantially all of the assets of our business, provided that the third party agrees to adhere to the terms of this Privacy Notice and uses your Personal Data only for the purposes for which it was originally provided. You will be notified in the event of any such transfer and will have the opportunity to opt out.

Changes to Our Privacy Notice

This Privacy Notice will be updated from time to time. The use of information we gather will be subject to the Notice in effect at the time of collection. We encourage you to check this page periodically for any updates. The effective date at the top of this document will be revised whenever changes are made.

Contact Us

If you have any questions, concerns, or requests about this Privacy Notice or how we handle your personal data, please get in touch:

Email: info@coatspaintingservices.com

Address: 13 Adelaide Road, Dublin, Ireland, D02 P950

You also have the right to contact the Data Protection Commission (DPC) directly:
www.dataprotection.ie | +353 57 868 4800