

Privacy Policy

Last updated: 10 October 2025

At **Trade Price Tiles Ireland** (“we”, “our”, “us”), your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website [www.tradepricetiles.ie] (the “Site”) or contact us through other means.

1. Information We Collect

We may collect and process the following types of information:

a. Information you provide directly

- Name, email address, phone number, and other contact details when you:
 - Fill out a contact form
 - Request a quote or brochure
 - Subscribe to our newsletter
 - Make a purchase or booking
- Delivery and billing details for orders made online or over the phone.

b. Information we collect automatically

When you use our website, we may automatically collect:

- IP address and device information
 - Browser type and version
 - Pages visited and time spent on our website
 - Cookies and similar tracking technologies (see our **Cookie Policy** for more information).
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2. How We Use Your Information

We use your information to:

- Respond to enquiries and provide customer service
 - Process and deliver orders
 - Improve our website and services
 - Send promotional updates (only if you've opted in)
 - Comply with legal obligations (e.g. tax and accounting requirements).
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3. Legal Basis for Processing

We process your personal data under one or more of the following lawful bases:

- **Contractual necessity:** to fulfil an order or provide a service you requested.
 - **Legitimate interests:** to improve our services, prevent fraud, and maintain security.
 - **Consent:** for marketing communications, which you can withdraw at any time.
 - **Legal obligation:** to comply with Irish and EU law.
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4. How We Store and Protect Your Data

Your personal data is stored securely on password-protected systems.

We use appropriate technical and organisational measures to prevent unauthorised access, loss, or misuse of your information.

We retain your data only as long as necessary for the purposes outlined in this policy, or as required by law.

5. Sharing Your Information

We never sell your data.

We may share your information only with:

- Trusted service providers who help us operate our business (e.g. payment processors, delivery companies, IT providers).
- Regulatory or law enforcement authorities, if required by law.

All third-party partners are required to keep your data secure and process it only according to our instructions.

6. Your Rights

Under **GDPR**, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data (“right to be forgotten”)
- Object to or restrict certain processing activities
- Withdraw consent for marketing communications at any time
- Request data portability (receive your data in a reusable format)

To exercise your rights, please email info@tradepricetiles.ie.

7. Cookies

Our website uses cookies to enhance your browsing experience and analyse traffic.

You can control or disable cookies through your browser settings. For more information, please read our **Cookie Policy**.

8. Marketing Communications

If you choose to subscribe to our newsletter, we'll use your email address to send updates about new products, offers, or events.

You can unsubscribe at any time by clicking the link at the bottom of any marketing email or contacting us directly.

9. Links to Other Websites

Our website may contain links to external sites.

We are not responsible for the privacy practices or content of these third-party websites.

10. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact us at tradepricetilessales@gmail.com