



THE DUBLIN MINT OFFICE

PRIVACY NOTICE

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THE DUBLIN MINT OFFICE PRIVACY NOTICE

When you use The Dublin Mint Office services, you trust us with your information. This Privacy Notice is meant to help you understand what data we collect, why we collect it, and what we do with it. This is important; we hope you will take time to read it carefully. And remember, you can find controls to manage your information and protect your privacy and security at www.dublinmintoffice.ie/my-account.

Privacy Notice

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There are many different ways you can use our services – to search for and share information, to communicate with other people or to create new content. When you share information with us, for example by placing an order with The Dublin Mint Office, we can make our services even better – to show you more relevant information. As you use our services, we want you to be clear how we're using information and the ways in which you can protect your privacy.

Our Privacy Notice explains:

- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

We've tried to keep it as simple as possible, but if you're not familiar with terms like cookies, IP addresses, pixel tags and browsers, then read about these key terms first. Your privacy matters to The Dublin Mint Office so whether you are new to The Dublin Mint Office or a long-time customer, please do take the time to get to know our practices – and if you have any questions [contact us](#).

1.1 INFORMATION WE COLLECT

We collect information to provide better services to all of our users.

We collect information in the following ways:

- Information you give us. For example, some of our services require you to sign up for a The Dublin Mint Office Account, or when you place an order. When you do, we'll ask for personal information, like your name, email address, telephone number to store with your account.
- Information we get from your use of our services. We collect information about the services that you use and how you use them, This information includes:

- **Device information**

We collect device-specific information (such as your hardware model, operating system version, unique device identifiers, and mobile network information including phone number).



The Dublin Mint Office may associate your device identifiers or phone number with your The Dublin Mint Office Account.

o **Log information**

When you use our services or view content provided by The Dublin Mint Office, we automatically collect and store certain information in server logs. This includes:

- details of how you used our service, such as your search queries within our website(s) and apps.
- telephony log information like your phone number, calling-party number, forwarding numbers, time and date of calls, duration of calls, SMS routing information and types of calls.
- Internet protocol address (IP Address).
- device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL.
- cookies that may uniquely identify your browser or your Dublin Mint Office Account.

o **Location information**

When you use The Dublin Mint Office services, we may collect and process information about your actual location. We use only your IP Address to determine location.

o **Local storage**

We may collect and store information (including personal information) locally on your device using mechanisms such as browser web storage and application data caches.

o **Cookies and similar technologies**

We and our partners use various technologies to collect and store information when you visit a The Dublin Mint Office service, and this may include using cookies or similar technologies to identify your browser or device. Industry Standard analytics products (e.g. Google Analytics) help us analyse the traffic to our websites and apps.

1.2 HOW WE USE INFORMATION WE COLLECT

We use the information we collect from all of our services to provide, maintain, protect and improve them, to develop new ones, and to protect The Dublin Mint Office and our users. We also use this information to offer you tailored content – like giving you more relevant search results, advertising and marketing.

We may use the name you provide for your The Dublin Mint Office account or order across all of the services we offer that require a Dublin Mint Office Account. In addition, we may replace past names associated with your Dublin Mint Office Account so that you are represented consistently across all our services.

When you contact The Dublin Mint Office, we keep a record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our services, such as letting you know about upcoming changes, improvements, issues or other relevant information about your order and/or account.



We use information collected from cookies and other technologies, like pixel tags, to improve your user experience and the overall quality of our services. We will not associate an identifier from cookies or any other technology with sensitive categories, such as those based on race, religion, sexual orientation or health.

We may combine personal information from one service with information, including personal information, from other The Dublin Mint Office services. For example telephone order history combined with online order history – to make it easier for you to see your whole account in one place.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Notice.

The Dublin Mint Office normally processes personal information on servers within different countries across the EU. We may process your personal information on a server located outside the country but always within the EU, or carefully vetted third country provider (in line with our business continuity program).

1.3 **TRANSPARENCY AND CHOICE**

People have different privacy concerns. Our goal is to be clear about what information we collect, so that you can make meaningful choices about how it is used. For example, you can:

- Review and update your Dublin Mint Office marketing preferences to decide what types of data, you would like saved with your account when you use The Dublin Mint Office services.
- Review and control certain types of information tied to your Dublin Mint Office Account by using The Dublin Mint Office my account page.

You may also set your browser to block all cookies, including cookies associated with our services, or to indicate when a cookie is being set by us. However, it's important to remember that some of our services may not function properly if your cookies are disabled.

1.4 **ACCESSING YOUR PERSONAL INFORMATION**

When you use our services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes.

We aim to maintain our services in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems.

1.5 **INFORMATION WE SHARE**

We do not share personal information with companies, organisations and individuals outside of The Dublin Mint Office unless one of the following circumstances applies:



- **With your consent**

We will share personal information with companies, organisations or individuals outside of The Dublin Mint Office when we have your consent to do so. We require opt-in consent for the sharing of any sensitive personal information.

- **For external processing**

We provide personal information to other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

- **For legal reasons**

We will share personal information with companies, organisations or individuals outside of The Dublin Mint Office if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- meet any applicable law, regulation, legal process or enforceable governmental request.
- enforce applicable Terms of Service, including investigation of potential violations.
- detect, prevent, or otherwise address fraud, security or technical issues.
- protect against harm to the rights, property or safety of The Dublin Mint Office, our customers or the public as required or permitted by law.

We may share non-personally identifiable information publicly and with our partners. For example, we may share information publicly to show trends about the general use of our services.

If The Dublin Mint Office is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

1.6 INFORMATION SECURITY

We work hard to protect The Dublin Mint Office and our users from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. In particular:

- We encrypt many of our services using SSL.
- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems.
- We restrict access to personal information to The Dublin Mint Office employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.



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1.7 COMPLIANCE AND COOPERATION WITH REGULATORY AUTHORITIES

We regularly review our compliance with our Privacy Policy. When we receive formal written complaints, we will contact the person who made the complaint to follow up. We work with the appropriate regulatory authorities, to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

1.8 CHANGES

Our Privacy Notice may change from time to time. We will not reduce your rights under this Privacy Notice without your explicit consent. We will post any privacy Notice changes and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy Notice changes). We will also keep prior versions of this Privacy Notice in an archive for review.