



Privacy Policy

OfficeSuite.ie · Business email, Office Mail webmail and hosting · Effective 28 September 2026

This policy explains how OfficeSuite.ie ("we", "us", "our") collects, uses and protects personal data when you use our website, our business email and Office Mail webmail, web hosting, domain name and website services, and when you contact us. We are based in Ireland and we process personal data in line with the EU General Data Protection Regulation (GDPR) and the Irish Data Protection Acts 1988–2018.

1. Who we are

Controller	Contact details
OfficeSuite.ie	27 Merrion Street Upper, Dublin 2, Ireland Phone: +353 1 662 4995 Email: darren@webmaster.ie

For questions about this policy or your personal data, contact us using the details above. Given our size we are not required to appoint a Data Protection Officer; privacy queries are handled directly by our management.

2. Our two roles: controller and processor

As controller we decide how and why we use the personal data of our customers, their contacts and visitors to our website – for example your name, billing details and support requests. This policy mainly covers that data.

As processor we host content on behalf of our customers: their websites, databases, mailboxes and files, which may contain personal data about their own customers, staff or visitors. For that data our customer is the controller and we only process it on their instructions, under the data processing terms that form part of our terms of service (GDPR Article 28). If your data is held on a website or mailbox we host for someone else, please contact that organisation first; we will help them respond to you.

3. The personal data we collect

Category	Examples
Identity and contact	Name, business name, postal address, email address, phone number.
Account	Username, account and service records, security questions, contact email address used for password resets. Passwords are stored only in encrypted (hashed) form.
Billing and payment	Invoices, payment history, VAT number. Card payments are handled by our payment provider – we do not store full card numbers.
Domain registration	Registrant name and contact details required by domain registries (for example the .ie registry and ICANN-accredited registrars).
Service and technical	IP addresses, login times, server, web, FTP and email logs, spam and virus filtering records, and diagnostic data needed to run and secure our servers.
Communications	Emails, support tickets, phone call notes and any files you send us.
Website	Pages visited, browser and device information and cookies – see section 10.

Category	Examples
Marketing preferences	Whether you have agreed to receive news and offers from us.

4. How we use your data and our legal basis

Purpose	Legal basis (GDPR Art. 6)
Setting up and providing hosting, email, domains and websites; managing your account; technical support	Performance of a contract
Invoicing, collecting payment, keeping accounting and tax records	Contract; legal obligation
Registering and renewing domain names (including registry WHOIS/RDAP data)	Contract; legal obligation under registry rules
Keeping our network and your services secure: logging, spam and malware filtering, backups, fraud and abuse prevention	Legitimate interests (security and integrity of our services)
Service notices, e.g. renewals, maintenance, security alerts	Contract; legitimate interests
Improving our website and services	Legitimate interests
Sending marketing emails	Consent, or our legitimate interests for existing customers about similar services (you can opt out at any time)
Responding to legal requests and enforcing our terms	Legal obligation; legitimate interests

Where we rely on legitimate interests we have weighed them against your rights; you can ask us for details or object (section 9).

5. Who we share data with

We do not sell personal data. We share it only where needed to provide our services or where the law requires it, with:

- Data centre, network and infrastructure providers that host our servers and backups.
- Domain registries and registrars, which publish or hold registrant data under their own policies.
- Payment processors and our bank, to take and reconcile payments.
- Software licensors and service providers we use to run our business, such as control panel, accounting and email-delivery providers, acting on our instructions.
- Professional advisers such as accountants, auditors and solicitors.
- An Garda Síochána, the Revenue Commissioners, courts or other authorities where we are legally required to disclose information.
- A buyer or successor if our business is sold or restructured, under the same protections.

Our service providers are bound by contracts that require them to keep your data secure and use it only for the services they provide to us.

6. Transfers outside the EEA

Our servers and your hosted data are located within the European Economic Area unless we have agreed otherwise with you. Some of our service providers may process data outside the EEA (for example in the United States). Where this happens we rely on an EU adequacy decision (such as the EU-US Data Privacy Framework) or the European Commission's Standard Contractual Clauses, together with any additional safeguards needed.

7. How long we keep data

Data	How long
Account and service records	For as long as you are a customer, then up to 2 years to deal with queries, renewals and disputes.
Invoices and accounting records	6 years after the end of the financial year they relate to, as required by Irish tax law.
Server, email and security logs	Typically up to 90 days, longer only when needed to investigate a security incident.
Backups	Rotated automatically; normally overwritten within 30 days.
Hosted content (websites, mailboxes)	Until you delete it or your service ends; deleted from live servers after cancellation and from backups as they rotate.
Support communications	Up to 2 years after the matter is closed.
Marketing preferences	Until you unsubscribe; we keep a record of the opt-out so we do not contact you again.

8. How we protect your data

We use appropriate technical and organisational measures, including encrypted connections (TLS/HTTPS) for our website, control panel, webmail and mail services; firewalls and intrusion protection; malware and spam scanning; regular security updates; access restricted to authorised staff; strong password requirements and two-factor authentication where available; and regular backups. No system is completely secure, so please keep your own passwords safe. If a personal data breach is likely to put your rights at risk we will notify the Data Protection Commission within 72 hours and, where required, you.

9. Your rights

Under the GDPR you have the right to:

- **Access** the personal data we hold about you and receive a copy.
- **Rectification** of inaccurate or incomplete data.
- **Erasure** of your data where there is no longer a good reason for us to keep it.
- **Restriction** of our use of your data in certain circumstances.
- **Data portability** – to receive data you gave us in a common, machine-readable format.
- **Object** to processing based on legitimate interests, and to direct marketing at any time.
- **Withdraw consent** at any time where we rely on consent (this does not affect earlier processing).

To exercise any of these rights, email darren@webmaster.ie or write to us at the address above. We may need to verify your identity. We will reply within one month; this can be extended by two further months for complex requests, in which case we will tell you why. There is normally no charge.

10. Cookies

Our website, control panel and webmail use cookies that are strictly necessary to log you in, keep your session secure and remember settings such as language, text size or theme. These do not need consent. If we use analytics or marketing cookies on our website we will ask for your consent first, and you can change your choice at any time. You can also block or delete cookies in your browser settings, although parts of our services may not work without the necessary ones.

11. Children

Our services are intended for businesses and adults. We do not knowingly collect personal data from children under 16.

12. Complaints

If you have a concern, please contact us first so we can try to resolve it. You also have the right to complain to the Irish supervisory authority:

Data Protection Commission	
Address	6 Pembroke Row, Dublin 2, D02 X963, Ireland
Online	www.dataprotection.ie (complaints are made through the online contact form)
Phone	(01) 765 0100 or 1800 437 737 (general queries)

13. Changes to this policy

We may update this policy from time to time, for example when our services or the law change. The latest version will always be available on our website with its effective date, and we will tell customers by email about significant changes.

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