



# Telecom Privacy Policy

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## 1. General

We, IFA Telecom, are a service provider specialising in delivering telecommunications solutions to our customers. As a subsidiary of the Irish Farmers' Association (IFA), we draw upon our strong heritage and extensive experience to offer cost savings and help reduce expenses for those in the agricultural sector. Our mission is to support Irish farmers and protect their interests, reinforcing our dedication to their well-being.

At IFA Telecom, we are committed to providing ongoing support to our customers. If you need further advice or assistance regarding your data protection rights or any privacy-related matters, please do not hesitate to contact our Customer Care team. We are here to assist you and to ensure your privacy is fully protected. [?](#)

## 2. About this Policy

We may collect, use, and store your personal data as described in this Privacy Policy and as explained to you when we collect data through various channels, such as meetings, events, or direct communications. We reserve the right to update or amend this Privacy Policy at any time without prior notice. We encourage you to regularly review our website (IFA.ie/privacy) or the communications we send to stay informed of any changes. IFA Telecom fully complies with the General Data Protection Regulation (GDPR) when handling your personal data.

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## 3. How we Obtain Your Personal Data

When you engage with IFA Telecom, — for example, by subscribing to our services, attending events, or contacting us — we will seek your explicit consent where required by law to collect, process, and retain your personal data. In most cases, your consent is given when you agree to our terms and conditions during registration or service setup. For marketing and promotional communications, we rely on your explicit opt-in, which you can withdraw at any time by contacting support@ifatelecom.ie or by following the unsubscribe instructions in our messages. We ensure that your consent is always freely given, specific, informed, and unambiguous. You have the right to withdraw your consent at any time without affecting the lawfulness of processing based on your prior consent.

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## 4. What information do we collect and why?

- **Personal details:** Customer's personal details, including name, date of birth, gender, address, telephone number(s), email address(es), and related telecom service details. – This information is collected to fulfil IFA Telecom's contract with the customer and to pursue legitimate interests in providing telecommunications support and services. It is also used to manage customer accounts, deliver superior service based on usage data, and communicate regarding service updates, billing alerts, and enhancements.
  - **Financial information:** Financial information, including bank account details and debit/credit card information. – Financial information is required to process payments for telecommunications services and associated benefits. It is also used to record interactions, including call recordings, when customers contact support for service inquiries or issues.
  - **Special Category Data and Accessibility Requirements** To ensure we provide fully inclusive services in accordance with the European Accessibility Act; IFA Telecom offers a secure Disability Register. This register allows vulnerable subscribers to voluntarily log specific accessibility requirements (such as vision, hearing, or dexterity impairments) to receive tailored support, including alternative billing formats or specialised terminal equipment. Information concerning health or disabilities constitutes 'Special Category Data' under GDPR Article 9. We will only collect, record, and process this highly sensitive data with your explicit, unbundled consent. This data is strictly ring-fenced, processed solely to facilitate your requested accessibility accommodations, and will never be utilised for marketing, commercial, or profiling purposes. You retain the absolute right to withdraw your consent and request the immediate erasure of this accessibility data from your account at any time without penalty.
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## 5. How we protect your personal data

We adhere to GDPR standards for technical and operational security to protect your personal data against loss, misuse, unauthorised access, alteration, or destruction. This includes applying secure certifications and encryption to our hardware, software, websites, and apps. However, please be aware that internet transmissions can never be guaranteed as 100% secure.

For payments made offline, over the phone, or online, we use recognised and regulated secure payment systems. We will notify you promptly in the event of any data breach that may pose a serious risk to your rights and freedoms. Personal data is never transferred outside the EU without your explicit consent. [?](#)

## 6. Website and Online Services

We monitor website usage to identify popular content and services, enabling us to tailor our offerings to your interests. Our websites use cookies and analytics tools to personalise your experience. You can manage your cookie preferences using the cookie banner displayed during your first visit. Most web browsers accept cookies automatically, but you can modify your browser settings to decline cookies if you prefer. Please note that disabling cookies may limit your ability to access some interactive features and services on our website.

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## 7. Who else has access to the information you provide us?

We may share your personal data with trusted third parties, including service providers such as Enet, OpenEir, and the National Broadband Ireland (NBI), who assist us in delivering and maintaining our telecommunications infrastructure. These providers may also share your details with external contractors for installation, repairs, and maintenance of our services. Additionally, we may share data with regulatory authorities like ComReg to ensure compliance with legal and regulatory obligations. Any personal data shared is strictly limited to what is necessary for these third parties and contractors to perform their respective functions. We require all third parties and contractors to implement appropriate data security measures and to handle your data in compliance with applicable data protection laws. Our contracts with these entities explicitly specify their obligations to protect your data and restrict its use solely for the purposes agreed upon.

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## 8. How long do we keep your information?

We retain your personal data strictly for as long as is necessary to fulfil the purposes for which it was collected, ensuring absolute compliance with the storage limitation principles of the General Data Protection Regulation (GDPR). Personal data, including your account profiles, service usage logs, and billing details, will be securely retained for the full duration of your active service agreement.

Upon the termination, cancellation, or porting of your services, your financial and transactional data will be retained for a further mandatory statutory period of seven years to comply with Irish tax, accounting, and Revenue Commissioners' reporting obligations, as well as to defend against potential legal claims within the Statute of Limitations. Once this legal retention period expires, all personal and financial data is subjected to a secure, permanent destruction and anonymisation protocol. Regular audits are conducted to ensure that data is not retained longer than legally justifiable.

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## 9. Your rights

You have rights under GDPR, including the right to access your personal data, correct it, erase it under certain conditions, object to its processing, or request data portability. You can request access by emailing [support@ifatelecom.ie](mailto:support@ifatelecom.ie). Requests may be denied if deemed unfounded or excessive. For any queries regarding your data, you may contact our Data Protection Officer at [DPO@IFA.ie](mailto:DPO@IFA.ie). Complaints about data processing can be addressed to the Data Protection Commissioner.

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## 10. Data Protection Commissioner Contact Details

If you have any concerns or questions about how we handle your personal data, or if you wish to exercise your data protection rights, you can contact the Data Protection Commissioner directly. Their dedicated team oversees compliance with data protection laws and can assist you with any issues related to the processing of your personal data.

**Web:** [dataprotection.ie](http://dataprotection.ie)

**Telephone:** +353 57 8684800 or +353 (0)761 104 800

**Email Address:** [info@dataprotection.ie](mailto:info@dataprotection.ie)

**Postage Address:** Data Protection Commissioner, 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland

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