

Innovation Marketplace Ltd

Privacy Policy

GDPR Compliant | Last updated: 23 June 2026

1. Data Controller Details

Innovation Marketplace Ltd is the data controller responsible for your personal data under the General Data Protection Regulation (GDPR) and the Data Protection Acts 1988–2018.

Legal Name	Innovation Marketplace Ltd
Trading As	The Innovation Marketplace
Registered Address	51 Bracken Road, Sandyford, D18
Company Number	792671
Email	info@theinnovationexchange.ie
Data Contact	For all data protection queries, contact us at the email above

2. What Data Do We Collect?

We collect the following categories of personal data:

- Personal identification information: name, email address, phone number
- Account and transactional data: order history, account preferences
- Website usage data: browser type, IP address, pages visited, cookie data
- Survey and feedback data: responses you voluntarily submit

We do not collect special category data (such as health, racial or ethnic origin, political opinions, religious beliefs, or biometric data). If this changes, we will update this policy and seek explicit consent where required.

3. How Do We Collect Your Data?

You directly provide us with most of the data we collect. We collect and process data when you:

- Register online or place an order for any of our products or services
- Voluntarily complete a customer survey or provide feedback via email or our website

- Use or view our website (via your browser's cookies or similar technologies)

4. Legal Basis for Processing (GDPR Article 6)

We only process your personal data where we have a lawful basis to do so. The legal basis we rely on are:

Contract (Article 6(1)(b)): Processing your orders and managing your account.

Consent (Article 6(1)(a)): Sending you marketing communications and sharing your data with partner companies. You may withdraw consent at any time.

Legitimate Interests (Article 6(1)(f)): Improving our website and services through analytics and usage data, where these interests are not overridden by your rights.

5. How Will We Use Your Data?

Innovation Marketplace collects your data so that we can:

- Process your order and manage your account
- Email you with special offers on products and services we think you might like (only where you have consented)
- Improve our website and customer experience through analytics

If you have consented, Innovation Marketplace will share your data with our partner companies so that they may offer you their products and services:

- Furthr
- Skillnet Ireland

6. How Do We Store Your Data and For How Long?

We store your personal data securely on servers located within the European Economic Area (EEA).

We retain personal data only for as long as necessary for the purposes for which it was collected, in line with GDPR Article 5(1)(e). Our retention periods are:

- Customer account data: retained for the duration of the customer relationship plus 6 years (for legal and contractual purposes)
- Transaction records: 6 years from the date of transaction (in line with Irish tax and accounting obligations)
- Marketing consent records: retained until you withdraw consent, plus 12 months
- Website analytics data: 26 months
- Survey and feedback data: 3 years from collection

Once data is no longer required, it is securely deleted or anonymised.

7. International Data Transfers

Where any personal data is transferred outside the European Economic Area (EEA), we ensure that appropriate safeguards are in place, such as Standard Contractual Clauses (SCCs) approved by the European Commission, or we rely on an adequacy decision.

[If applicable: List any third-party tools or services that result in data transfers outside the EEA, e.g., cloud storage providers, email marketing platforms, and the safeguard used for each.]

If we become aware of any transfer that lacks adequate protection, we will cease that transfer immediately and notify affected individuals where required.

8. Third-Party Data Sharing

We may share your personal data with the following categories of third parties:

- Partner organisations (Furthr, Skillnet Ireland): with your consent, to provide you with relevant products and services. These parties act as independent data controllers for their own processing.
- Service providers and data processors: companies that process data on our behalf (e.g., IT support, payment processing, email delivery). These are bound by data processing agreements and may not use your data for their own purposes.
- Legal and regulatory authorities: where we are required to do so by law or to protect our legal rights.

We do not sell your personal data to any third party.

9. Automated Decision-Making and Profiling

Innovation Marketplace does not use automated decision-making or profiling that produces legal or similarly significant effects on individuals, as described in GDPR Article 22.

If this changes in the future, we will update this policy and provide you with the required information and rights in relation to such processing.

10. Marketing

Innovation Marketplace would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies. We will only do this where you have given your explicit consent.

You may opt out of marketing at any time by:

- Clicking the “Unsubscribe” link in any marketing email
- Emailing us at info@theinnovationexchange.ie

Withdrawing consent for marketing does not affect the lawfulness of any processing carried out prior to your withdrawal.

11. Cookies

What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They collect standard internet log information and visitor behaviour data.

How We Use Cookies

We use cookies to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

Types of Cookies We Use

Strictly Necessary Cookies: Required for the website to function. No consent is needed.

Functionality Cookies: Remember your preferences (e.g., language, location). These use a mix of first-party and third-party cookies.

Advertising/Analytics Cookies: Collect information about your visit, content viewed, links followed, browser, device, and IP address. These cookies require your prior consent under the ePrivacy Regulations (SI 336 of 2011).

Cookie Consent

When you first visit our website, you will be presented with a cookie consent banner. Non-essential cookies (including advertising and analytics cookies) will not be set until you have given your informed consent. You may withdraw or manage your cookie preferences at any time through our cookie settings.

Managing Cookies

You can also control cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of our website. For more information, visit www.aboutcookies.org.

12. Your Data Protection Rights

Under GDPR and the Data Protection Acts 1988–2018, you have the following rights:

- Right of Access (Article 15): You may request a copy of the personal data we hold about you.
- Right to Rectification (Article 16): You may request that inaccurate or incomplete data is corrected.

- Right to Erasure (Article 17): You may request deletion of your data in certain circumstances ('the right to be forgotten').
- Right to Restrict Processing (Article 18): You may request that we limit how we use your data in certain circumstances.
- Right to Object (Article 21): You may object to processing based on legitimate interests or for direct marketing purposes.
- Right to Data Portability (Article 20): You may request a copy of your data in a structured, commonly used, machine-readable format, or ask us to transfer it to another controller.
- Right to Withdraw Consent (Article 7(3)): Where processing is based on consent, you may withdraw consent at any time without affecting the lawfulness of prior processing.
- Right to Lodge a Complaint: You have the right to lodge a complaint with the Data Protection Commission (DPC) at any time (see Section 14).

To exercise any of these rights, please contact us at info@theinnovationexchange.ie. We will respond within one month of receiving your request. In complex cases, this may be extended by a further two months, and we will notify you accordingly.

We will not charge a fee for handling your request unless it is manifestly unfounded or excessive.

13. Privacy Policies of Other Websites

The Innovation Marketplace website may contain links to other websites. Our privacy policy applies only to our own website. If you click on a link to another website, you should read their privacy policy separately.

14. How to Contact the Supervisory Authority

Should you wish to report a concern, or if you feel that Innovation Marketplace has not addressed your data protection concern in a satisfactory manner, you have the right to contact the Irish supervisory authority:

Authority	Data Protection Commission (DPC)
Address	21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland
Website	www.dataprotection.ie
Phone	+353 (0)76 1104800
Online Form	https://forms.dataprotection.ie/contact

15. Changes to Our Privacy Policy

Innovation Marketplace reviews this privacy policy regularly and will place any updates on this page. Where changes are material, we will notify you by email or prominent notice on our website prior to the change taking effect. This privacy policy was last updated on 23 June 2026.

16. How to Contact Us

If you have any questions about this privacy policy, the data we hold about you, or you would like to exercise one of your data protection rights, please contact us:

Email	info@theinnovationexchange.ie
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Post	Innovation Marketplace Ltd, 51 Bracken Road, Sandyford, D18
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We aim to respond to all data protection queries promptly and within statutory timeframes.