



Privacy Notice

Mamcol Limited t/a Trust Matters is committed to respecting and protecting your privacy and would like you to feel safe when you give us your personal details.

We will always clearly identify ourselves in correspondence and on our website.

Our principal business is to provide advice, financial planning and to arrange transactions on behalf of clients in relation to Life, Pensions, Investments and Deposit products.

To provide you with relevant information, provide a financial services product and respond to your requests we will request that you provide us with information about yourself and the products/service you require.

This Privacy Notice will inform you of the information we gather and how it is used and for long we maintain your data.

Mamcol Limited complies with EU General Data Protection Directive (GDPR) for the collection, use, and retention of all personal data.

Name and Contact Details of our firm

Mamcol Limited t/a Trust Matters

The Taney Buildings, 3 Eglinton Terrace, Dundrum, Dublin 14

(T) 01 5634300

(E) info@trustmatters.ie

Mamcol Limited t/a Trust Matters is regulated by the Central Bank of Ireland and is entered on its register under number C146212.

Types and categories of personal data held

Life Products

Completed application form, which included medical details.

Completed fact-find containing – personal details, details of existing policies held by you, details of product required. Medical history documentation.

Investments/Pensions

Completed application form

Completed fact-find containing – personal details, details of existing policies held by you, details of product required. AML Documentation verifying Identity, Address and PPS Number.

Deposits

Completed application form

Completed fact-find containing – personal details, details of existing policies held by you, details of product required.

Use of the information we gather

When we collect information about you, we tell you why we are asking for the information and what we intend to do with it. You will have the option of not providing the information, although in these instances, you may not be able to access certain products/services.

We request the data from you in order to be able to provide you with a retail financial product, be it a life insurance product, an investment or pension product or Deposit. We require the information form you in order to assist our firm to ascertain your actual needs/requirements.

Data will not be held for longer than is necessary – our company policy is to hold all client data for 10 years. This fulfils our obligations under the Central Bank of Ireland's Consumer Protection Code 2012 and our obligations under the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010.

Sharing information with third parties

Personal data we collect from you, or that you provide to us, will be processed by us, including the data collected in relation to contracts of insurance with insurers and for which we act as investment and insurance brokers – we will share this data with the product providers we hold agencies with – details of which are available on request. We do not share your data with any other 3rd party.

Data security

Mamcol Limited t/a Trust Matters intent is to strictly protect the security of your personal information; honour your choice for its intended use; and carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration or destruction. We have taken appropriate steps to safeguard and secure information we collect from you.

How to update and/or amend the personal information you have provided

You are entitled to know whether we hold information about you and, if we do, to have access to that information and have it corrected if it is inaccurate or out of date. To exercise your Right of Access or to update your details under your Right of Rectification or Erasure please email your request to the contact address below with proof of identity and we will issue the required information within 1 month of receiving your request.

The right to complain to the DPC

If you are not satisfied with how we store your client data or fail to satisfy a Data request you have the right to make a complaint to the Data Protection Commissioner, see contact details below:

Data Protection Commissioner, 21 Fitzwilliam Square, Dublin 2, D02 RD28, Ireland

Lo Call Number 1890 252 231

Fax +353 57 868 4757

E-mail info@dataprotection.ie

Contacting Us

If you have any questions or comments about our privacy notice or practices, please contact us.

(T) 01 5634300

(E) info@trustmatters.ie

Mamcol Limited may modify or update this privacy notice from time to time at any time without prior notice. You can check the “Last Updated” date below to see when the notice was last changed. We encourage you to check this notice often so that you can continue be aware of how we are protecting your personal information. Your continued use of the website constitutes your consent to the contents of this privacy notice, as it may be modified from time to time.

Effective Date: 25th May 2018

Last Modified: 5th May 2022