

## Privacy Policy/Data Protection Notice for Users of IEA Websites

The IEA is committed to protecting the personal data of users of its websites, which are an essential tool for advancing our mission and programme of work.

This privacy policy describes the types of personal data we collect over the IEA websites, how we use it, who has access and for how long. It also provides information on the rights provided to website users under the [OECD's data protection rules](#) (the IEA being an autonomous body within the framework of the OECD). Some activities supported by our websites are further subject to specific data protection notices.

### How we collect and use personal data

We collect personal data through the use of our websites in two ways: data you directly provide to us and data generated by your activity on the websites.

***Data you directly provide.*** You can choose to provide us personal data in the context of registering, making purchases, and subscribing to online newsletters and email updates. This data enables us to provide the services you have requested. For example,

- When purchasing, or before downloading products from the IEA webstore, you are required to create an account. You are asked to provide the following personal information: first and last name, email address, company name (if relevant), password, country and sector of activity.
- If you choose to make a purchase, at checkout you are also requested to provide a billing address, shipping address and phone number. You are then redirected to the bank webpage to complete your order by providing the relevant payment information to the bank directly. Please see below a further reference to payment processing.
- If you wish to subscribe to email newsletters and updates, you are asked to provide your email address or to let us know at the time you create your account.
- Subscribers to the Online Data Service are asked to provide first and last name, postal address, e-mail address, password and telephone numbers.

***Data generated by your activity.*** In order to ensure the effective functioning and security of our websites and to better understand visitor behavioural patterns, as you browse our websites we automatically recognise, collect and store:

- Log information such as the pages you visit, the time/date and duration of your visit as well as your internet protocol (IP) address.
- Device and software information such as the type of browser and operating system (if provided by the browser), the URL of the referring page (if provided by the browser), the page or file requested, the completion status of the request, and, in some cases, the username and password.

This information is collected through the use of various technologies, including cookies which are small text files stored in your browser. If you have registered and are logged-in, your browsing activity is linked to your user credentials (username and password) so that we can personalise your experience on our websites, including for future visits.

## Access and storage

In general, access to your personal data is limited to appropriate staff within the IEA. In some circumstances we make your data available outside the IEA (or you provide some of your data directly to a third party), such as for:

- Payment processing: We use a third-party service, Société Générale to process online payments; you provide your payment information directly to Société Générale.
- Sending emails to you if you have registered for email updates. For this, we provide only your email address to SendGrid, Inc.
- Analytics: We use Google Analytics to help us understand visitor behaviour by allowing the service access to the data generated by your activity and store it using cookies. This data is produced in an anonymous way and does not identify any individual visitors.

We encourage you to review the relevant third party privacy policies when visiting their websites. The automatically collected information on IEA websites is retained for a maximum period of two years but usually no more than 6 months.

The personal information you register on the IEA webstore is deleted after a three-year period of inactivity on your part (e.g. no purchases, downloads or subscriptions).

You can unsubscribe from email newsletters and updates at any time. However, your email address is retained indefinitely to better ensure that we do not continue to email you if you have unsubscribed.

## Links to other websites

Where we provide links to websites of other organisations or entities, this privacy policy does not cover how they process personal data. For example, we link to our profiles on a number of social media platforms such as Twitter, LinkedIn, YouTube and Facebook. We encourage you to read the privacy notices of any other websites you visit.

## How to contact us or exercise your rights

Under the OECD's data protection [rules](#), you have rights to access and rectify your personal data, as well as to object to its processing, request erasure, and obtain data portability in certain circumstances. To exercise these rights in connection with your use of this website please contact [webstore@iea.org](mailto:webstore@iea.org).

If you have further queries or complaints related to the processing of your personal data, please contact the [Data Protection Officer](mailto:dpo@oecd.org) [dpo@oecd.org]. If you need further assistance in resolving claims related to personal data protection you can contact the [Data Protection Commissioner](mailto:dpc@oecd.org) [dpc@oecd.org].

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