

Privacy Policy

This Privacy Policy describes our policies and procedures on the collection, use and disclosure of your information when you use our services and tells you about your privacy rights and how the law protects you.

We use your personal data to provide and improve our services. By using our services, you agree to the collection and use of information in accordance with this Privacy Policy.

This policy should be read in conjunction with our **General Data Protection Regulation Policy and Procedure**.

Your rights

From May 2018 you have enhanced rights over how your personal data is held, processed and stored, and The FRC is committed to upholding and meeting these. They include the requirements that data be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and, where necessary, kept up-to-date
- Retained only for as long as necessary
- Processed in an appropriate manner to maintain security.
- Access to information

Any formal, written request by a Data Subject for a copy of their personal data will be referred, as soon as possible, to the Project Coordinator and will be processed as soon as possible. It is intended that by complying with these guidelines, The FRC will adhere to best practice regarding the applicable Data Protection legislation.

Our Commitment

The Kerryhead/Ballyheigue Family Resource Centre CLG (FRC) is committed to ensuring that the organisation complies with the requirements of the relevant Irish legislation and privacy laws, namely the General Data Protection Regulation (GDPR) 2018, the Irish Data Protection Act (1988), and the Irish Data Protection (Amendment) Act (2003). The following key principles are fundamental to The FRC's Privacy policy;

Notice - Data subjects shall be given notice when their data is being collected.

Consent - No data shall be disclosed without data subject's consent.

Purpose – Data shall only be used for the purpose stated and not for any other purposes;

Security — collected data shall be kept secure from any potential abuses

Disclosure—data subjects shall be informed as to who is collecting their data

Access — data subjects should be allowed to access their data and make corrections to any inaccurate data; and

Accountability — as data collectors we hold accountable for not following the above principles

What is Collected

As part of the day-to-day operation of the organisation, The FRC engages in active and regular exchanges of information with Data Subjects. Personal information is collected from the following data subjects:

- Employees/Students
- The Board of management
- Volunteers
- Service Users
- Third party service providers

How is Data Collected

The FRC collects data through (but not limited to) the process of recruitment, referral or registration of activities/services. This data is provided on a voluntary basis by the Data Subject. Data is collected as follows:

- Registration forms
- Contracts of employment
- Online or via email
- Verbally over the phone/video or in person
- Garda Vetting Unit

Our Company may also receive your data indirectly from the following sources:

- Referral forms
- Doctor or Physiologist Referral

How is Data Stored

Data is held in manual and automated form:

- Automated data means data held on computer, or stored with the intention that it is processed on computer.
- Manual data means data that is processed as part of a relevant filing system, or which is stored with the intention that it forms part of a relevant filing system.

The FRC will employ high standards of security in order to protect the personal data under its care. Appropriate security measures will be taken to protect against unauthorised access to, or alteration, destruction or disclosure of any personal data held by The FRC in its capacity as Data Controller. Access to and management of the Data Subject's records is limited to those staff members who have appropriate authorisation and/or password access.

What we will do with your information

Any data that is collected by The FRC shall be obtained only for one or more specified, legitimate purposes. The FRC will obtain data for purposes which are specific, lawful and clearly stated. A Data Subject will have the right to question the purpose(s) for which The FRC holds their data, and The FRC will be able to clearly state that purpose or purposes. Data will not be further processed in a manner incompatible with the specified purpose(s). Any use of the data by The FRC will be compatible with the purposes for which the data was acquired.

The FRC website and social sites will only be used for monitoring purposes unless you have given us consent for your information to be used e.g. Providing us with your email address so we can contact you, if you have registered as a regular service user, if you have registered for an event so that we can get back to you. We may, from time to time, send you relevant information about The FRC and its work, although there will be an option for you to opt out of this at the any stage.

We will ensure that all personal information supplied is held securely, in accordance with the requirements of the relevant Irish legislation, namely the General Data Protection Regulation (GDPR) 2018, the Irish Data Protection Act (1988), and the Irish Data Protection (Amendment) Act (2003).

Signed:_____ **Date:**_____

Name: Samantha Jones - Chairperson