

VLM PRIVACY POLICY

This is the Privacy Policy of Vincentian Lay Missionaries (VLM)

VLM is a registered charity in Ireland charity number CHY17070.

We are data controllers and processors of your information under the conditions of the Data Protection Act 2018. The 2018 Act replaces the 1998 Data Protection Act from May 25 2018. This privacy policy applies to charities and limited companies.

Contact Information

VLM, St Peter's Parish Offices, Phibsborough, Dublin 7 D07 FW29.

info@vlm.ie | www.vlm.ie | +353 (0)1 8102570 | +353 (0)87 1307060

Introduction

At VLM we take your privacy very seriously and we are committed to protecting your personal information that you've shared with us. The statements below explain how we collect and use the information which you give us. Our aim is to safeguard your privacy whilst providing a personalised and valuable experience. Collecting personal information is necessary if we are to satisfy the expectations and requirements of our supporters and volunteers. It is also a legal requirement for many of our activities e.g. processing donations, Garda vetting, etc.

The use of your personal information, why we collect it and what we save varies depending on how you interact with VLM, what consent you have given us and what the situation is. We have done our best to indicate this throughout the statement. There may be other privacy policies that apply to certain services we provide. We will make these explicit when they apply. Please read them before you subscribe for such services.

Key Points of VLM's Privacy Policy:

- We will only ever ask for what we really need to know.
- We will collect and use the personal data that you share with us transparently, honestly and fairly.
- We will always respect your choices around the data that you share with us and the communication channels that you ask us to use.
- We will put appropriate security measures in place to protect the personal data that you share.
- We will never sell your data.

What Information We Collect:

We may collect a variety of personally identifiable or sensitive information from you for various reasons. For example, we may collect:

- Any personal details you may choose to give us, such as your name, age, or address. We save this so we can keep in touch with you.
- Your financial details, if you have made a donation or work with us. We would also use this to process your CHY3 Cert for tax back.
- Your education and employment background, in order to process your application if you have applied to work or volunteer with VLM
- Any equal opportunity data, or physical or mental health information that you may have given us if you apply to volunteer. This could be to volunteer overseas, in our office in Dublin or at VLM related events. This is so we can fully and fairly administer your application and send our overseas partners the most suitable volunteers.

Why We Collect Information:

Information helps make the fight against poverty possible. Whenever you interact or communicate with us, we collect personal information. This information allows us to function and become more efficient. Some examples may include:

- Processing volunteer and employee applications.
Your personal and sensitive information allows us to communicate with you and assess your suitability for the role either abroad or in activities in Ireland.
- Continuously improving.
We value any feedback, including complaints, you may have. In order to increase the impact we make and to improve the service we provide to you and others, we need to communicate with you and collect personal information.
- Garda Vetting information is required for all of our volunteer posts abroad.
- To administer membership records.
Returned volunteers and those involved in the membership of our organisation
- Fundraising and promoting interests of VLM.
Being able to communicate with you is highly important to us, as your support can help transform the lives of poor communities around the world.
- We would like to use the personal details you provide for us to communicate with you about the impact you make and to update you on activities and programmes we are planning or coordinating.
- We may also let you know about other ways you could help us – whether that's through fundraising, campaigning, events, volunteering, trading activities or educational activities.
- So we can communicate with you in the ways that suit you best, we may create a profile of your interests, preferences and support. Creating profiles allows us to target our resources effectively. We may use additional information which is publically available such as where you live or your age, which may help us to promote our short-term programme or to ask for your help in making public appeals.
- When you give us your details we will always tell you what we are going to do with them. If we request your contact details for any reason, you will always have an option to not give us them or to opt out. It is always your choice and you can change your mind at any time by contacting info@VLM.ie

Where We Collect Information From

Examples may include:

- From you directly, for example, when you fill out one of our volunteer applications, sign up for more information at exhibitions or when you make a donation.
- From external sources, for example, when you create an account on iDonate fundraising page or when you interact with us on social media.

How Long We Keep Your Information For

We keep personal information for different lengths of time dependent on the purpose. For example, we would like to keep volunteer information beyond the length of a placement so we can keep in touch about our work, continue our relationship together and give volunteers the opportunity to contribute or volunteer in other areas of our organisation.

We want to ensure that the personal information we collect from you is used to appropriately support our work together and respects any future dealings that you would like to have with us. For example, many people ask to receive references for their volunteer work. In these cases, it is important we have the correct personal information on file. You can ask to be removed from our database at any time.

Currently VLM retains a volunteer's application form and the details of their placement for **three years**. This is purely for the purposes of being able to provide a reference upon request. Health information is deleted at the end of the placement year as is all Garda Vetting information.

Whom We Share Your Personal Information With

We may need to disclose your details if required to by the Gardaí, regulatory bodies or legal advisers. Third parties (e.g. overseas partners, travel agents, insurance companies) with which we share your information are only authorised to use that information to fulfil their contractual obligations to us. They are not permitted to use it for any other purpose. We retain full responsibility for how your personal information is used and we conduct comprehensive checks on these companies before we work with them and periodically throughout the duration of our relationship.

We never sell your personal details with third parties for the purpose of marketing. Sometimes we may need to share your information with external organisations. Some of our suppliers and project partners are outside the European Economic Area. Whenever we share or transfer your personal information, we comply with the standards set by the GDPR and this privacy statement at a minimum.

How We Hold and Process Your Personal Data

To ensure that we communicate with you through your preferred channels (e.g. post, email, phone or text message), you can update your preferences at any time. To change your preferences, contact us in info@vlm.ie. To be compliant with the *Data Protection Act 2018*, we need to have a legal basis through which we may hold and process your data. Having completed the relevant assessments, VLM is using legitimate interest as our legal basis for all postal communication, and for telecommunication where we have existing, GDPR-compliant consent. For all other telemarketing, email and text messaging our legal basis for processing will be consent.

Keeping Your Details Up to Date

The accuracy of your information is important to us. If you change your home or email address, or if any of the other information we hold is inaccurate or changes in any way, or even if you simply wish to check the data you have shared with us is up to date, please contact on info@VLM.ie

Website Tracking

As part of our security measures, every time our website is accessed, we record the date, time and the IP address used. In some circumstances this may mean that record is linked to the personal data you have shared. Sometimes the device used to access the website (e.g. a mobile phone, tablet, laptop) may provide us with further information, such as the device and operating system. Using this information helps us to improve our site performance for example by understanding the times of day and days of week at which we see peak traffic, and to assess the popularity of different areas of the site.

Use of Cookies

Cookies are small pieces of information sent by a web server to a web browser, which enables the server to collect information from the browser. Like many websites VLM uses cookies to provide you with a more personalised web service, including monitoring the performance of our web pages, building a profile of the ways in which you use our website and finding people with similar profiles to you, which helps us to provide personalised content on social media sites you visit. Read further information about our use of cookies. You may avoid the use of cookies by selecting the appropriate settings on your browser (more details of how to change this will depend on which browser you are using (e.g. Google Chrome or Microsoft Internet Explorer). Please note that if you do this you may not be able to use the full functionality of our website.

Internet-based Transfers and Processing

The Internet works as a global environment. This means that using it to collect and process personal data often involves the international transmission of data, and on occasions processing of personal data by third parties (including social media companies) outside the European Economic Area. Although this may happen, you can be reassured that the data will always be held securely and in line with the requirements of EU data protection legislation. However, we want you to be aware that by communicating electronically with us, you understand and agree to our processing of personal data in this way. If you do not agree to your personal data being processed by social media companies, please contact us on info@vlm.ie

How Your Information is Secure

The security of your information is of utmost importance to us. We seek to use reasonable measures to protect your information as required by the law, in line with industry standards and in accordance with the policies VLM has set. Sensitive data is held under strict security conditions. If you have any reason to believe that any personal information we hold is no longer secure, please contact us immediately.

Further Information

The laws that say how your personal information can be used are:

- The Data Protection Act 1998

- The Privacy and Electronic Communications Regulations 2003
- The General Data Protection Regulation (GDPR) 2018

For more info please visit:

www.citizensinformation.ie

www.gdprandyou.ie

www.ec.europa.eu/commission/priorities/justice-and-fundamental-rights/dataprotection/2018-reform-eu-data-protection-rules_en

www.dataprotection.ie/docs/GDPR/1623.htm

Access to Your Personal Information

Under the *General Data Protection Regulation*, you have the right to request and be sent:

- confirmation that your data is being processed;
- access to your personal data; and
- other supplementary information that we hold about you.

You can make a request by contacting us by email or by post using our contact information.

We will take steps to confirm your identity before releasing any information to you. We will not charge you for providing the information that you request. We will respond to your request within one calendar month of the request, unless there are exceptional circumstances.

You can change your communication preferences at any time; just get in touch with us on info@vlm.ie or VLM St Peter's Parish Offices, Phibsborough, Dublin 7, 01-8102570, 087-1397069

Your Rights and Acceptance of this Policy

By sharing your consent preferences, and using our sites, you consent to the collection and use of information by VLM in accordance with our Privacy Policy. If you do not agree to this policy, please do not use our sites.

Any personal information submitted via our websites is treated in accordance with current EU data protection legislation (from May 25 2018, we will be working in accordance with the Data Protection Act 2018).