

Title: Privacy Statement

Revision: A

Date Approved: Jun 2018

Having consulted and gained the agreement of members of the Board of Directors, the Chairperson hereby approves this procedure on behalf of the Board:

Approved by:

John Cunningham

Galway Contact Privacy Statement Rev A 06/06/18

This Privacy Statement has been written to ensure we are compliant with General Data Protection Regulations (GDPR) which have come into effect on 25/05/18. It explains how we collect, store and use personal data about you. Please read this statement carefully and if you do not agree to this privacy statement you should not provide us with your personal data.

Who do we collect information about?

As an organisation we store limited personal information on:

- our Volunteers
- the Elderly people who receive visits from our volunteers and who take part in our social events
- Senior Alert Scheme (SAS) applicants

What information do we collect about you?

We collect and store personal information that is required for the implementation of our Befriending service and our Social events programme and for the processing of SAS applications. We only collect information that is relevant:

- Volunteers: contact details, date of birth, occupation, visitation preferences, access to transport, availability, referee
- Elderly: contact details, date of birth, referred by, general health
- SAS applicants: as per Pobal application form and Installation/Monitoring company client information form

When do we collect this information about you?

- Volunteers: when you contact us indicating your interest in becoming a volunteer you fill out a Volunteer Application form followed by a Garda Vetting Invitation form
- Elderly: when we receive a referral for our Befriending service or our Social events programme we or the person doing the referring will complete a Referral form.
- SAS applicants: when an applicant contacts us directly or a health worker contacts us seeking a personal alarm we send them Pobal's application form and the Installation/Monitoring company's client information form for completion.

What legal bases do we have to process your information?

- Where it is necessary to comply with legal obligations eg. garda vetting, complaints, etc.
- In line with our legitimate organisation interests to improve and monitor processes and respond to any queries or requests you may submit to us.

How do we store the information we collect?

Personal data is predominantly stored in the form of hardcopy records. These are securely stored in locked filing cabinets in a locked office with limited keyholder access.

Any softcopy information is held on a password controlled computer in a locked office with limited keyholder access.

Who do we share your personal information with?

We do not share this information with any third parties except in the case of SAS applicants where we submit the details they provided onto the Pobal SAS website and send the completed client information form to the Installation/Monitoring company.

For what purpose do we use the information we collect?

We use the information solely for Galway Contact business. We do not use it for any other purposes eg. marketing. We use it for contacting people and for matching elderly people with volunteers for the purpose of befriending. We also use it for the purposes of garda vetting our volunteers. For SAS applications we use it for acquiring SAS personal alarms for the applicants.

Consent:

Sometimes we will use your personal information to contact you for information or fundraising purposes. If you do not wish to be contacted please indicate this on your application/referral form or contact the Galway Contact Administrator to communicate as such.

How long do we keep your information?

Information will be stored as follows:

- Volunteers: until they leave the organisation
- Elderly: until they no longer want our services or are deemed unsuitable for our

- services
- SAS applicants: as per Pobal guidelines

We may keep your information a little longer if required by law or for legitimate business purposes.

We do not use cookies.

What non-personal information do we collect?

We may use non-personal information in a collective manner to provide us with useful data eg. number of volunteers, number of elderly people availing of our services. This data is completely anonymous.

Who is responsible for your information?

Galway Contact's Administrator is responsible for the collection and storage of personal information.

What rights do you have?

- You have the right to request access to your personal information at any time
- You can ask us for a copy of the personal information we hold about you
- You can ask us about how we collect and use your personal information
- You can update and correct your personal details
- You can ask us to dispose of your personal information

We want to make sure the the personal data we hold about you is accurate and up-to-date. If any of the details are incorrect, please let us know and we will update them.

You can address any concerns or complaints to Galway Contact via our Administrator.

Changes to this Privacy Statement:

We may update this privacy statement from time to time as we see fit or as legislation dictates. Any changes will be effective immediately and will be posted on this website. Where relevant, we may update you by other means eg. email, phone, postal mail.