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## **Data Protection Policy**

Date of approval:	8 October 2022
Next date for review:	October 2025

## **1. Purpose**

The purpose of this policy is to outline how YWCA Ireland (“we”, “us” and “our”) collect, use, store and disclose personal data about its stakeholders (members, supporters, service users, tenants, donors and volunteers).

In particular, this policy sets out the types of information that we collect and process about our stakeholders, the purposes for which we process data, and the rights that you have in relation to the data that we process about you under the Data Protection Acts 1988 - 2018 and the General Data Protection Regulation (the “GDPR”) (together “Data Protection legislation”).

See Section 6 below for more information on your rights as a data subject, including the ways that you can manage the processing of your data and the right to object to certain types of processing we carry out.

YWCA Ireland is committed to complying with its legal obligations with regard to the Data Protection legislation. The Data Protection legislation imposes obligations on data processors and data controllers regarding how they process personal data. Personal data is information that can directly or indirectly identify you, such as your name, email address, home address and bank account details, or information that could reasonably be linked back to you.

## **2. Scope**

This policy applies to all stakeholders (members, supporters, service users, donors and volunteers) of YWCA Ireland. It does not apply to employees. If you are an employee, please see Employee Data Protection policy in the Staff Handbook.

## **3. Sources of data**

YWCA Ireland collects the majority of data that it processes about you directly from you, however it also collects Employee Data from a variety of third-party sources, these being:

- service providers
- background check services, as applicable (including in relation to education and past-employment)
- online sources
- insurance and benefits providers
- former employer(s).

## **4. Categories of data collected and processed**

YWCA may collect and process the following categories of data:

- Personal details and contact information (name, address and contact details, PPS number, next of kind and emergency contact information, date of birth)
- Work contact information (business telephone number and email address)
- Bank account details

### Special Category Personal Data

In certain circumstances, YWCA Ireland may collect and process certain special categories of personal data about you. This is information about race or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation, and health information.

## 5. How we use data

Under EU law, we are required to specify the purposes for which we process data and the legal bases on which we rely on to do this. We rely on a number of separate and overlapping legal bases to collect and process your data. These are as following:

- **to maintain legal and regulatory compliance:** this includes legal and other requirements such as health and safety, record-keeping and reporting obligations, maintenance of corporate records, conducting audits, compliance with government inspections and other requests from government or other public or regulatory authorities;
- **to reach emergency contacts:** we maintain emergency contact details for some service-users and for next of kin in order to protect the lives, health, and safety of our service-users and others and to facilitate communication in case of emergency.

Finally, we use your personal information to pursue our legitimate interests in line with the above purposes and for the following legitimate interests:

- **improving efficiencies and training:** YWCA Ireland will use your data to pursue its legitimate interest of improving efficiencies in the workplace;
- **to protect the organisation's assets:** it will from time to time be necessary to process your data to allow YWCA Ireland to protect our assets;
- **safety and security:** as necessary, YWCA Ireland will use your Data to protect against security risks of all types, including the safety and security of persons other than you or us;
- **legal process:** we will use your data where it is necessary to establish, raise, preserve, or defend our rights or claims in court, to respond to law enforcement requests or discovery procedures, or where required or permitted by applicable laws, court orders, official regulations, or official authorities (including tax and employment), including lawful access by courts or official authorities from outside Ireland; and

- **monitoring:** YWCA Ireland has a legitimate interest in monitoring internet usage and communications in order to manage its resources effectively, plan for the future, and protect its rights and interests or those of other employees and service-users. Any monitoring is done in accordance with the CCTV Policy.

## **6. Data processing in line with stakeholders' (members, supporters, service users, donors and volunteers) rights**

You have several rights in relation to your data, subject to applicable data protection legislation. While some of these rights apply generally, certain rights apply only in limited cases. In light of the foregoing, YWCA Ireland will process data in line with stakeholders (members, supporters, service users, donors and volunteers) right to:

- receive certain information regarding the collection and further processing of their data;
- request access to any data held about them by YWCA Ireland;
- have inaccurate data corrected/ rectified;
- have data erased;
- object to the processing of their data for direct-marketing purposes;
- restrict the processing of their data;
- where processing is based on consent, to withdraw that consent at any time;
- data portability;

### **Right of access**

You have a right to request access to your data and to be provided with a copy of certain information including the categories of your personal information we collect and disclose. Please contact us via the contact details provided in Section 11 below for more information on the right of access.

### **Right to objection**

Where YWCA Ireland processes your data based on legitimate interests, you can object to any the processing of such data in certain circumstances. YWCA Ireland will cease the processing unless it has compelling legitimate grounds that prevent this or where it is needed for legal reasons. You also have the right to object to processing for direct marketing purposes at any time.

### **Right of erasure**

Individuals may request that any data held on them is deleted provided there are valid grounds for doing so, subject to applicable law and so long as there are no legitimate reasons for YWCA Ireland to keep it.

### **Right of rectification**

Individuals are responsible for ensuring that they inform YWCA Ireland of any changes in their personal details e.g. change of address. Individuals have the right to request that YWCA Ireland rectifies inaccurate data collected and processed by it.

### **Right to data portability**

You may have the right to receive certain of your data in a structured, commonly used and machine-readable format and to transmit such information to another controller.

### **Right to restrict processing**

You have the right, in certain cases, to temporarily restrict the processing of your Data by YWCA Ireland, provided there are valid grounds for doing so.

### **Right to withdraw your consent**

Where YWCA Ireland has sought your consent for certain processing activities, you have the right to withdraw that consent at any time. Please note that the lawfulness of any processing undertaken prior to your withdrawal of consent shall not be affected by the withdrawal.

### **Right to complain**

You also have the right to lodge a complaint with your local supervisory authority for data protection. See Section 11 below for additional details on this right.

However, these rights may not be exercised in certain circumstances, such as when the processing of your data is necessary to comply with a legal obligation or for the exercise or defence of legal claims.

## **7. Disclosure of personal data to data processors**

YWCA Ireland will share your information with a third-parties in certain circumstances and engages a number of data processors to process Data on its behalf.

These third-parties are:

- service providers (CCTV providers, payroll providers, time and attendance providers, benefit providers, IT system providers, and other outside professional advisors);
- applicable government authorities;
- third party insurance providers (where applicable);
- occupants of YWCA properties or other third-parties who need to contact you.

As a data controller, YWCA Ireland ensures that any third-party which processes data on its behalf does so in a manner compliant with the Data Protection legislation.

As we continue to develop our business, we may buy or sell assets. In such transactions, personal data is generally one of the transferred business assets. Accordingly, your data may also be disclosed, where permitted by applicable law, in connection with a corporate

restructuring, sale, or assignment of assets, merger, acquisition, divestiture, or other changes of control or financial status of YWCA Ireland.

## **8. Transfers outside of the EEA**

YWCA Ireland operates on an all-Ireland basis and accordingly we may transfer certain Data to third-party service providers in countries outside of the European Economic Area, in particular the UK. To do this, we rely on the European Commission UK Adequacy Decision dated 28 June 2021 as the appropriate transfer mechanism in accordance with EU data protection law,

Where additional transfers take place in the future, the transfer shall take place in accordance with EU data protection laws for the purposes described in this privacy policy. If you are based in the EEA, and your personal data is transferred to a third country, some of these countries may not offer the same level of data protection as in your home country. Therefore, for YWCA Ireland's operations, it will rely on an appropriate transfer mechanism under EU data protection law such as a European Commission Adequacy Decision or European Commission approved Standard Contractual Clauses.

## **Security and Disclosure of Data**

YWCA Ireland shall take all reasonable steps to ensure that appropriate technical and organisational security measures are in place to protect the security of both electronic and manual data.

Security measures will be reviewed from time-to-time having regard to the technology available, the cost and the risk of unauthorised access.

## **9. Retention of personal data**

Data is retained for a period of time to meet certain legal obligations (for example, in relation to tax and accounting obligations), or for as long as is necessary for the purposes for which the data has been gathered or for as long as is necessary to enable us to establish, exercise and/or defend legal claims by reference to the applicable limitation period. Once the respective retention period has elapsed, YWCA Ireland will destroy or erase the data.

## **10. Responsibilities**

Management will endeavour to ensure that this policy is communicated to all Stakeholders and will ensure that the policy is maintained and updated in line with legislative changes.

## **11. Contact Us and Complaints**

### Data Protection Officer ("DPO")

The General Secretary is the DPO for YWCA Ireland. The DPO has overall responsibility for ensuring compliance with Data Protection legislation.

The DPO is also available to answer queries or deal with Employees' concerns about data protection or this policy. Please contact the DPO at the following email address if you have any such queries: [claire@ywca.ie](mailto:claire@ywca.ie).

### Complaints

Employees have the rights to lodge a complaint to the Data Protection Commission (the Irish data protection supervisory authority) if they believe their rights under the Data Protection legislation are not being complied with by YWCA Ireland.

For further information on your rights and how to complain to the Data Protection Commission, please refer to: <https://www.dataprotection.ie/>, or contact the Data Protection Commission using the following details:

Data Protection Commission  
21 Fitzwilliam Square South  
Dublin 2  
D02 RD28  
Ireland

## **12. Changes to the Data Protection Policy**

We may amend or update this data protection policy from time to time to reflect changes to our privacy practices. If we make changes that are material, we will notify you by email. We will indicate at the top of this privacy policy when it was most recently updated.

## **13. Review of policy**

Board members will review this policy at 3-year intervals or as appropriate.