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## Website Privacy Statement

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(torc.CFRC)

## Website Privacy Statement

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### **Family Resource Centre's National Forum Website Privacy Statement**

#### **Who we are**

We are torc.CFRC. Our registered address is torc.CFRC Ballyspillane Estate, Ballyspillane, Killarney, Co Kerry. Company Registration Number (NO.388446), Registered Charity Number (CHY16622). This statement relates to our privacy practices in connection with torc.CFRC website. We are not responsible for the content or privacy practices of other websites that have links on our website. If you have any questions about this privacy statement or how we handle your personal information, please contact us by email: [Derek.OLeary@ballyspillanecfrc.ie](mailto:Derek.OLeary@ballyspillanecfrc.ie)

#### **General Statement**

torc.CFRC as operators of torc.CFRC website, respects your rights to privacy. Any personal information which you provide will be treated with the highest standards of security and confidentiality, strictly in compliance with data protection legislation.

#### **Collection and use of personal information**

You do not need to register your personal information in order to use our website. torc.CFRC does not collect any personal data about you, apart from information you volunteer (for example by emailing us, contacting us through our enquiry form).

#### **What information do we collect about you?**

When you email us, contact us through our enquiry form, we collect personally identifiable information about you which can include your name, postal address, telephone number and email address.

## **How will your information be used?**

torc.CFRC process the personal data you give us for the following purposes:

- To register your interest in and communicate with you about our services, support, training/events.
- To respond to your queries and/or information requests.
- To respond to your feedback or complaint.

## **What is our legal basis for processing your personal data?**

torc.CFRC will process your personal data based on the following grounds:

Your Consent.

Where it is in torc.CFRC legitimate interest to:

- Provide you with information about events/training/workshops you have signed up for.
- Follow up with you on your queries.

Where torc.CFRC has to comply with a legal obligation.

Where it is necessary for the performance of a contract.

## **Who receives your information?**

torc.CFRC will not sell, trade, or swap your personal details with third parties.

We will share your information with third parties e.g., Eventbrite in the process of managing your engagement with us with such partners who manage our events/training/workshops you have signed up for.

We will disclose your personal data if we are required to disclose it in order to comply with any applicable law, regulation, court order, summons, search warrant or other statutory, regulatory, or legal requirement.

We use external service providers to process personal data on our behalf. Some of these service providers e.g., Eventbrite are located outside of the European Economic Area (EEA.) Where required torc.CFRC puts in place a contract with external service providers that sets out our requirements and their security measures and systems in place to keep your data safe in compliance with data protection

legislation. By submitting your personal information to us you agree to the transfer, storing or processing at a location outside the EEA.

### How long will your personal data be held?

torc.CFRC will keep your personal information only for as long as required by us:

- To provide you with the services you have requested.
- To comply with our statutory, legal, regulatory, and contractual obligations.

### Security of your information

torc.CFRC hold your personal data on a secure server hosted by SJS our website hosting service provider. The nature of the Internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the Internet. No data transmission over the Internet can be guaranteed to be 100% secure.

However, once we receive your personal data, we will take all reasonable steps (including appropriate technical and organisational measures) to protect your personal data from loss, misuse, alteration, or destruction and to prevent any unauthorised or unlawful disclosure or processing.

### Cookies

We use a number of different cookies on our site

If you do not know what cookies are, or how to control or delete them, then we recommend you visit <http://www.aboutcookies.org> for detailed guidance.

The list below describes cookies we use on this site and what we use them for.  
(INSERT DETAILS OF COOKIES USED ON YOUR WEBSITE)

Name	Expiration	Description

### **What are your rights?**

Under data protection legislation you have the following rights:

- the right to access the personal data we hold about you;
- the right to object to the processing of your personal data;
- the right to data portability;
- the right to complain about processing of your data carried out by us;
- the right to object to automated decision making;
- the right for your personal data to be updated; and
- the right to be forgotten.

Please visit <http://gdprandyou.ie/wp-content/uploads/2018/04/Rights-of-Individuals-under-the-General-Data-Protection-RegulationAmendedApril.pdf> for further information on your rights.

If you wish to exercise any of your rights listed above or update you contact details held by us, please contact:

#### **The Manager**

torc.CFRC Ballyspillane Estate, Ballyspillane, Killarney, Co Kerry.

### **How to make a complaint?**

If you are unhappy with the way in which your personal data has been processed, you may in the first instance contact torc.CFRC using the contact details above.

If you remain dissatisfied, then you have the right to make a complaint directly to the Data Protection Commissioner. The Data Protection Commissioner can be contacted as follows:

#### **The Data Protection Commissioner**

**21 Fitzwilliam Square South**

**Dublin 2**

**D02 RD28, Ireland**

**Tel: 01 7650100 / 1800437 737**

**This Privacy Statement was updated on 04/04/24**

**It is subject to change, please check our website regularly to see recent changes.**