

# WALKINSTOWN GREENHILLS RESOURCE CENTRE – WEBSITE PRIVACY POLICY

At the Walkinstown Greenhills Resource Centre, we are committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy. Any questions regarding this Policy and our privacy practices should be sent by email to [reception@wgrc.ie](mailto:reception@wgrc.ie) or by calling us on 01-4198630.

## Who are we?

We are the Walkinstown Greenhills Resource Centre, a local voluntary charity dedicated to all matters relating to supporting individuals and families to cope with substance misuse and the mental health difficulties associated with it. The Walkinstown Greenhills Resource Centre is a registered charity (CHY 15712 with the Irish Revenue Commissioners and Registered Charity No.20054885 with the Charities Regulatory Authority) and a company limited by guarantee (Registered No. 334239). The registered address is 16 Bridgecourt Office Park, Walkinstown Avenue, Walkinstown, Dublin 12.

## How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about, or purchase products and services, to make a donation, or if you register to receive information from us.

## What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what webpages are accessed and when. If you make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

## How is your information used?

We may use your information to:

- process a donation that you have made which will include administrative functions such as receipting the donation and contacting you for the purposes of the governments Charitable Donation Scheme if you have donated over €250 in a tax year;
- process orders that you have submitted;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, education, training and events that we hold;
- process a job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

## Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. We may pass your information to our third party service providers for the purposes of completing tasks and providing services to you on our behalf (for example to process donations, claim tax back from the Revenue Commissioners or send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

## **Your choices and how you can access update and delete your information**

You have a choice about whether or not you wish to receive information from us and you have the right to ask for a copy of the information we hold about you. If you do not want to receive direct marketing communications from us about the vital work we do and our range of products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email on [reception@wgrc.ie](mailto:reception@wgrc.ie) or by telephone on 01-4198630. The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please contact us by email on [reception@wgrc.ie](mailto:reception@wgrc.ie) or by telephone on 01-4198630.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Credit or debit card details are encrypted and protected. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

## **Use of 'cookies'**

Like many other websites, the Walkinstown Greenhills Resource Centre uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

## **Links to other websites**

Our website may contain links to other websites. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them by using links from our website. In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in May 2018.