

Family Resource Centres National Forum Website Privacy Statement

Who we are

We are the National Forum of Family Resource Centres CLG trading as Family Resource Centres National Forum (FRCNF). Our registered office is at 29 Whitechurch Way, Ballyboden, Dublin 16, D16F2R3. Company Registration Number 382737, Registered Charity Number 20153656. This statement relates to our privacy practices in connection with our National Family Resource Centre (FRC) Mental Health Promotion Project 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: ceo@familyresource.ie

General Statement

The FRCNF as operators of the National FRC Mental Health Promotion Project 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. The FRCNF does not collect any personal data about you, apart from information you volunteer (for example by emailing us).

What information do we collect about you?

When you email us, 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?

FRCNF process the personal data you give us for the following purposes:

- To register your interest in and communicate with you about our services, 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?

FRCNF will process your personal data based on the following grounds:

Your Consent.

Where it is in FRCNF legitimate interest to:

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

Where FRCNF has to comply with a legal obligation.

Where it is necessary for the performance of a contract.

Who receives your information?

FRCNF 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 FRCNF 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?

FRCNF 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

The FRCNF hold your personal data on a secure server hosted by Wix 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 our site and what we use them for.

Name	Expiration	Description
ssr-caching	Past	The ssr-caching cookie is set by WIX and indicates how a site was rendered.
XSRF-TOKEN	Session	This cookie is set by Wix and is used for security purposes.
hs	session	Wix platform sets this cookie for security purposes.
svSession	2 years	Wix platform sets this cookie to identify unique visitors and track a visitor's session on a site.
bSession	30 minutes	No description available.
fedops.logger.defaultOverrides	1 minute	Wix set this cookie to measure the stability and effectiveness of the website.

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 Chief Executive Officer
Family Resource Centres National Forum,
Ballinfoile Castlegar Neighbourhood Centre,
Headford Road, Co. Galway, H91 PN50**

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 the Family Resource Centre National Forum 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 Website Privacy Statement was updated on the 9th of February 2023. It is subject to change, please check our website regularly to see recent changes.