

Longer Version- Information and Confidentiality Notice

We want to explain the following to you so that you feel protected.

What information do we collect about you?

We collect information about you and your family as you work with Women's Aid, this includes:

- ⇒ personal details about you, for example your name, age, your health, and safe ways to contact you;
- ⇒ personal details about your children;
- ⇒ details about what has happening or happened;
- ⇒ any risks that you or your family are experiencing;
- ⇒ information about anyone else supporting you

We also collect information when you voluntarily complete surveys and provide feedback on our services.

Women's Aid acts as the controller of the personal data that we collect about you.

Why do we collect this information?

We collect information about you in order to support you and your family to stay safe. We will also use this information to improve the service we offer you and others

How will we use and share the information about you?

- ⇒ Generally, the information you share with us about yourself, your family and others; your situation will be treated as confidential by Women's Aid. This means that only Women's Aid staff will have access to this information unless you say otherwise.
- ⇒ Sometimes during our support work with you, you may request us to speak/ we may suggest that we speak to other agencies outside of Women's Aid on your behalf. We will ask you to sign a Consent Form to enable us to do this. You do not have to give your permission, you can say no.
- ⇒ Sometimes we are legally required to share information to keep you and your family safe. We do not need your permission to do this but we will always try to discuss this with you as soon as we can, unless it risks safety to do this. The agencies that we usually share information with in these cases are the Police, Social Services, or other Emergency Services.

Examples of when information may be shared to keep yourself and your family safe include;

- Child safeguarding concerns
- Immediate risk of serious harm either perpetrated by another or injury to self
- Disclosure of firearms or other dangerous weapons

- ⇒ Women's Aid receives funding for our services. Women's Aid has to give reports to our funders to show the number of people we work with and how we are working with them. This shows numbers of clients, it does not give any names. It is not possible to identify you from the numbers we give to our funders.

⇒ We might make your and other women's stories anonymous, use pseudonyms and remove/change any identifying information and share this with funders, other agencies and researchers outside the organisation. This includes reports to the benefactors to our Emergency and Legal Fund. This helps us:

- to understand how the service is supporting all its clients;
- to understand more about domestic violence and abuse or the criminal and civil justice process; and
- to find the best ways to improve the lives of people who are affected by domestic violence and abuse or the criminal and civil justice process.

⇒ We share information in this way to ensure that your or your families' identities will never be released.

⇒ If you become a beneficiary of our Emergency and Legal Fund then your personal data will be collected and provided to administrators of the fund to administer the fund including our finance department.

What legal bases do we rely on for processing your personal data?

Under data protection law, we must have a "legal basis" to process your personal data. The legal bases that Women's Aid relies on to process your personal data are:

- ⇒ Your consent;
- ⇒ It is necessary for the purposes of compliance with legal obligations that apply to Women's Aid;
- ⇒ It is necessary to protect your vital interests, or the vital interests of another person;
- ⇒ It is necessary for the purposes of "legitimate interests" pursued by Women's Aid or third parties, such as the other organisations that we share your personal data with from time to time. These legitimate interests include:
 - providing services to you and running our organisation in a responsible manner; and
 - pursuing social responsibility objectives.

Before processing your personal data for these purposes, we will consider whether the impact to your rights and freedoms would override our legitimate interests.

Some types of personal data require additional protection under data protection law. From time to time, we may process these categories of personal data about you, and where we do so, we will ensure that we do so in compliance with data protection law. We will only process special categories of personal data (such as data relating to health, sex life and sexual orientation) where:

- ⇒ You have provided your consent;
- ⇒ That the processing is carried out in the course of our legitimate activities as a not-for-profit body;
- ⇒ That the processing is necessary for the provision of social care; or
- ⇒ That the information is being processed for statistical purposes.

We will only process personal data relating to criminal convictions where it is necessary to prevent injury or damage to you or another person or to otherwise protect your vital interests, or the vital interests of someone else.

What we ask of you?

Please help us to stay safe. We ask that you respect the safety and confidentiality of our staff and other clients that you come into contact with, by not sharing information with others outside the organisation; this includes names, telephone numbers and locations of Women's Aid services.

How long do we store your information?

We will retain your information for the length of time that we provide services to you, or longer if necessary to comply with our legal obligations. **If your record has been inactive for more than 3 years then it is shredded on site. You can request this to happen sooner than this.** You will need to write to us at Women's Aid, Services Manager, 5 Wilton Place, Grand Canal Dock, Dublin 2 or email servicesmanager@womensaid.ie

Transfers abroad

In general, we will not transfer your personal data outside the European Economic Area to countries that do not have the same laws as safeguards that are in operation in Ireland. If we do, we will ensure that such transfers will only be made in accordance with the relevant data protection and privacy laws.]

How can you see the information we have collected?

You have a right to request to view or receive a copy of information that we hold about you. If you would like make a request, please write to Women's Aid, Services Manager, 5 Wilton Place, Grand Canal Dock, Dublin 2 or email servicesmanager@womensaid.ie

We want to make sure that information we hold is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

What are my other rights in relation to my information?

You also have the following rights in relation to your personal data. These will not always be applicable and they are subject to certain legal restrictions.

- ⇒ *Right to erasure* - You have the right to request that we delete personal data that we hold about you. This is sometimes known as the right to be forgotten.
- ⇒ *Right to restriction of processing or to object to processing* - You have the right to request that we no longer process your personal data for particular purposes, or to object to our use of your personal data or the way in which we process it.
- ⇒ *Right to withdraw consent* – Where you have consented to our processing of your personal data, you have the right to withdraw consent at any time.
- ⇒ *Data portability* – You have the right to request that we send your personal data to you or to another third party.

We want to hear from you when things are not right, and also when things work well

If you ever are unhappy with any part of our service we ask that you contact us immediately. You can do this through your support worker in person or in writing with the manager of that service. Write to us at Women's Aid, Services Manager, 5 Wilton Place, Grand Canal Dock, Dublin 2 or email servicesmanager@womensaid.ie. Or if you prefer you can call 01-6788858 and ask for the Services Manager. You can also let us know when things are going well and you are happy with the service you received. You can find our Feedback Policy online at www.womensaid.ie or ask your support worker for a copy.

You also have a right to make a complaint to the Irish Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. The contact details for the Data Protection Commission are:

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

Phone: +353 (0)761 104 800
+353 (0)57 868 4800

Website: <https://forms.dataprotection.ie/contact>

