



PRIVACY NOTICE

NATIONAL FAMILY SUPPORT NETWORK PRIVACY STATEMENT

We, at the National Family Support Network (NFSN), value our relationship with all our members, employees and stakeholders. We are committed to meeting our responsibilities in relation to personal data, as outlined in the EU GDPR and the Irish Data Protection Act 2018. The NFSN will only ask you to disclose data that is necessary to provide you with services and support requested.

1. Who are we?

The NFSN is the data controller (contact details below). It determines how your personal data is processed and for what purposes and is responsible keeping your data safe and secure.

2. What is Personal Data?

Personal data relates to a living individual who can be identified from that data. Identification can be from the information alone or in conjunction with any other information in the data controller's possession. The processing of personal data is governed by the EU General Data Protection Regulation (the "GDPR") and the Data Protection Act 2018. This data may include (but not limited to) the following:

- Clients: Names contact details and other data, including special categories of personal data, required to provide services via our help line and one to one service
- Event Participants: Names, contact details to facilitate the promotion of and participation in events, including meetings and workshops
- Affiliated groups and organisations: Names and contact details of affiliated individuals, organisations and groups
- Employees, Job applicants and contractors: Names, contact details, employments, education, health and other data necessary for the purposes of employment or the execution of a contract

3. How do we process your data?

The NFSN complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical and organisational measures are in place to protect personal data. NFSN collect data in accordance with our Helpline Support Guidebook NFSN-CD-SS-54.1-R1.

We collect and use your personal data for a variety of purposes including: -

The execution of employment and supply contracts
The supply of support / development services
Any legal / legislative requirements held binding to the organisation
Interagency research and development of services

4. What is the legal basis for processing your personal data?

We collect your information for a number of purposes and rely on a number of different legal bases to use your personal information.

We process personal data on the legal basis of both legitimate interest and in the supply of requested services (execution of a contract). In some cases, consent for the specific data collection and processes will be sort. We will also process data based upon our legal obligations.

5. Sharing your personal data

In certain circumstance, we need to share personal data in pursuit of our legitimate interests, for example the use of processors to manage communications, surveys (consent may be sort) or the secure storage of your data. We may also share your data with individuals or organisations and we will tell you when we plan to do so.

6. International Transfer

All personal data is stored within the European Economic Area or countries whose data protection regimes have been designated as adequate by the European Commission. We will not transfer any data to a third country or international organisation without your explicit consent and without appropriate privacy safeguards in place.

7. How long do we keep your data?

We keep data in accordance with the guidance set out within our formal records retention policies and do not maintain data beyond what is absolutely required for execution of our services or where otherwise required by law. A copy of this information is available on demand.

8. Your rights and your personal data

You have the following rights with respect to your personal data: -

- The right to request a copy of your personal data, which NFSN holds about you.
- The right to request that NFSN correct any personal data if it is found to be inaccurate, incomplete or out-of-date.
- The right to request your personal data is erased where it is no longer necessary or lawful for NFSN to retain such data.
- The right to request that NFSN provide you with a copy of your personal data and, in certain circumstances, to transmit that data directly to another data controller.
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data
- The right to lodge a complaint with the Data Protection Commission.

9. Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice. The new notice will explain the new use of your personal data prior to commencing the processing. It will set out the relevant purposes and processing conditions.

10. Contact Details

To exercise all relevant rights, queries or complaints please in the first instance contact the NFSN at the following location.

The National Family Support Network
Address: 5 Gardiner Row, Rotunda, Dublin 1
TEL: +353 (01) 8980148
FAX: +353 (01) 8889628
EMAIL: info@fnsn.ie
WEBSITE: <http://fnsn.ie/>

11. Complaints

You have the right to make a complaint to the Data Protection Commission which you can contact by phone: +353 (0761) 104 800; via email info@dataprotection.ie or by writing to:

The Data Protection Commissioner,
Canal House,
Station Road,
Portarlinton,
Co. Laois,
R32 AP23.