



## **PRIVACY POLICY**

Heart Children Ireland is a Company Limited by Guarantee (CLG), registered at Carmichael Centre, Nth Brunswick St, Dublin 7. This Privacy Policy summarises how we obtain, use, and manage personal data. Heart Children respects your right to privacy and complies with its obligations under EU Data Protection law. By visiting the [www.heartchildren.ie](http://www.heartchildren.ie) website, you are accepting the terms of this Privacy Policy.

### **Use of Cookies on our website**

Our website uses cookies to improve your browsing experience and we use Google Analytics to track both visitor numbers and visitor activity. These cookies collect information about how visitors use a website, for example which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor.

### **How to manage and disable cookies**

Instructions on blocking and deleting cookies are located in the privacy & help documentation of your specific browser's website. The locations of the cookie settings for all major web browsers are as follows:

Chrome users – Settings / Content Settings / Privacy / Cookies

Mozilla Firefox – Tools / Options / Privacy menu

Internet Explorer – Tools / Internet Options / Privacy tab

Safari users – Edit / Preferences / Privacy menu

### **What type of information do we collect?**

The type of information we collect may include personal data which identifies you or can be used to identify or contact you. This includes name, postal or email address, telephone number and other contact information you provide on our online forms. Such information is only collected from you if you voluntarily submit it to us via our website.

If you make a donation or a purchase on the website you will be asked to provide your credit/debit card number. We do not receive these details, they are encrypted using Secure Sockets Layer ("SSL Software") and are transmitted directly to our payment providers Stripe. If you set up a direct debit donation we will require your BIC and IBAN numbers.

### **What do we use your information for?**

We process the personal data you provide to us for the following purposes:

- to process your donation;

- to market to you according to your preferences;
- to register your interest in and communicate with you about our services, events fundraising campaigns and other activities,
- to fulfil a purchase you make through our online shop;
- to respond to your queries and information requests;
- to register your membership of our organisation and for our mailing list and eNewsletter;
- You can unsubscribe from our mailing lists and eNewsletter at any time, by clicking on the 'unsubscribe' link that appears on every eNewsletter we send out.

**Heart Children will process your personal data based on the following grounds:**

- Your consent;
- Where it is necessary for the performance of a contract;
- Where it is necessary for compliance with a legal obligation to which Heart Children is subject;
- Where it is in Heart Children's legitimate interest to;
- administer and record your donation and to keep a record of your relationship with us;
- provide you with information about any fundraising activities or campaigns that you have agreed to take part in;
- provide you with information necessary for any event you sign up for;
- assess employee and volunteer applications and recruit employees and volunteers;
- follow up with your queries;
- assess our fundraising activities.
- Heart Children does not carry out automated decision making or profiling activities.

**How do we protect your information?**

Heart Children takes, and will continue to take, all reasonable steps (which includes relevant technical and organisational measures) to ensure the safety of the data you provide to us and we will only use the data for the intended purpose.

**Retention of Data**

The periods for which we retain personal data are guided by our statutory requirements for certain data (e.g. financial records, employment records or health and safety records), our contractual obligations and our business management requirements.

**Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential as part of their contract with Heart Children.

Some of these services may be located outside the European Economic Area (EEA). We select these services based on their guarantees in relation to the security measures they have in place, their

compliance with data protection legislation and where required appropriate contractual arrangements (Privacy Shield, Binding Corporate Rules, or Model Contracts). By submitting your personal data for such purposes, you agree to this transfer, storing or processing.

We may also release your personal data where compliance with legal requirements is a necessity. We also reserve the right to enforce our site policies in order to protect our rights and the rights of other individuals in a manner that is safe and compliant with the law.

Donor data will be sent to third party printing and/or mailing houses to fulfil and send our fundraising appeals/campaigns/updates by post. We will have Data Processing Agreements in place with these processors.

We use a third party provider to deliver our e-newsletters. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletters.

### **Exercising your Rights as a Data Subject**

As a Data Subject you have a variety of rights under EU law. These include:

- The right to be told it data about you is being processed, and for what purposes.
- The right to receive a copy of all data Heart Children holds about you.
- The right to object to your data being processed for a given purpose
- The right to have errors in the data we hold about you corrected
- The right to have data about you deleted, except where we have a valid overriding reason for keeping it.

If you have a concern about the way we are collecting or using your personal data you can raise your concern with us or with the Data Protection Commissioner at Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23. E-mail [info@dataprotection.ie](mailto:info@dataprotection.ie)

### **Right of access to and updating or deleting your personal data**

If you have subscribed to one of our mailing lists or eNewsletters, you can update your profile or unsubscribe at any time. Click on the 'unsubscribe' link at the foot of the email, this link appears on every eNewsletter we send out.

You may also inform us of any changes in your personal data and we will update your personal data accordingly. To find out what personal data we hold on you, to receive a copy of this data, or to have your personal data updated, amended, or deleted, please write to us using the contact details below.

### **Do we use cookies?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers' systems to recognize your browser and capture and remember certain information.

We use cookies to help us remember and process the items in your shopping cart and compile non donor specific general data about site traffic and site interaction so that we can offer better site experiences and tools in the future. This website uses Google Analytics to gather general (non-identifiable) data about visitors to the site and which pages are visited.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly.

However, you can still make a donation or place orders over the telephone on 01 – 874 0990.

### **Changes to our Privacy Policy**

We reserve the right to make changes to our web privacy policy at any time without prior consultation; these changes will be posted on this page together with Privacy Policy modification date.

### **Contacting Us**

If you have any questions regarding this privacy policy, you may contact us using the information below:

Address: Heart Children Ireland, Nth Brunswick St, Dublin 7.

Website: [www.heartchildren.ie](http://www.heartchildren.ie)

Email: [info@heartchildren.ie](mailto:info@heartchildren.ie)

Tel: 01- 874 0990

**Date: April 2022**