



Niche Health Project Cork CLG – GDPR Policy

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Date	Policy Reference	Approved
25/10/2018	Created	Brian Kelleher
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Authorised	Position	Signature	Date



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Introduction

At Niche Health Project Cork (CLG), (NICHE, We, Our, Us), we are committed to protecting and respecting your privacy and complying with GDPR regulations.

This policy explains:

- When and why we collect personal information about you
- How we use your personal information
- The conditions under which we may disclose your personal information to others
- How we keep your personal information safe and secure
- Your rights and choices in relation to your information.

Any questions regarding this policy and our privacy practices should be sent by email to info@nicheonline.ie or by writing to:

The Manager,
NICHE Health Project (Cork) CLG,
HSE Building,
Harbour View Road,
Knocknaheeny,
Cork. T23 XY16.

Alternatively, you can telephone 021 4300135.

Who are we?

NICHE, a community health initiative operating in the Knocknaheeny, Hollyhill, and surrounding areas of Cork city, is dedicated to enhancing the health, well-being, and overall quality of life in these communities.

NICHE is core funded and supported by the HSE Cork North Community Work Department. It receives additional funding from the HSE and other statutory agencies for specific projects.

NICHE partners with other organisations and individuals who provide non-monetary contributions, such as expertise, time, skills, venues or catering, which supports our work.

NICHE is a company limited by guarantee with charitable status. Our board of management is made up of representatives of the local community and University College Cork (UCC).



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Company Information

Company Number	617576
Company Name	Niche Health Project Cork CLG
Registered Office	HSE Building, Harbour View Road, Knocknaheeny, Cork, T23 XY16, Ireland
Registered Charity Number (RCN):	20204483

How do we collect information from you?

We obtain information about you in the following ways:

Information you give us directly

For example, we may obtain information about you when you take part in one of our programmes, workshops, community and public events, clinics (Kldscope), through recruitment campaigns, by registering for our newsletters or publications or if you apply to volunteer with us.

Information you give us indirectly

Your information may be shared with us by third parties, which might include:

- Statutory services or agencies, for example by Public Health Nurses in the Health Services Executive (HSE);
- By projects that we act as lead agent for in the payment of invoices or through the provision of services.

You should check any privacy policy provided to you where you give your data to a third party.

When you visit this website

We, like many companies, automatically collect the following information:

- Technical information, including the type of device you are using, the IP address, browser and operating system being used to connect your computer to the internet. This information may be used to improve the services we offer.
- Information about your visit to this website, for example we collect information about pages you visit and how you navigate the website, i.e. length of visits to certain pages, products and services you viewed and searched for, referral sources (e.g., how you arrived at our website).

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We collect and use your personal information by using cookies on our website – more information on cookies can be found under the ‘Use of Cookies’ section below.

Social Media

When you interact with us on social media platforms such as Facebook and Twitter we may obtain information about you (for example, when you publicly tag us in an event photo). The information we receive will depend on the privacy preferences you have set on those types of platforms.

What type of information is collected from you?

The personal information we collect, store and use might include:

- Your name and contact details (including postal address, email address and telephone number)
- Your date of birth
- Information about your activities on our website and about the device used to access it, for instance your IP address and geographical location
- Any other personal information shared with us
- Financial data for the processing of payments

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We normally do not collect sensitive data about you unless there is a clear and valid reason for doing so and data protection laws allow us to. Some examples include, we may ask for your health information if you are taking part in one of our complimentary therapy sessions, if you or your child is referred into the Paediatric Kidscope clinic, or if you are availing of services funded by the Cork Education and Training Board (CETB).

Where appropriate, we will make it clear why we are collecting this type of information and what it will be used for.

How and why is your information used?

We may use your information for a number of different purposes, which may include:

- Providing you with the services, programmes, information you asked for
- Processing payment requests that you have submitted
- Carrying out our obligations under any contracts entered into between you and us
- Keeping a record of your relationship with us
- Conducting analysis and evaluation research to better understand how we can improve our services or identify needs within the services we offer
- Seeking your views or comments on the services we provide



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- Notifying you of changes to our services
- Sending you communications which you have requested and that may be of interest to you. These may include information about programmes, services and appointments;
- Processing grant or job applications.

How long is your information kept for?

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations (e.g. health/safety and tax/accounting purposes). We are also required to keep information under contractually binding funding agreements.

We review our retention periods on a regular basis.

Who has access to your information?

We do not sell or rent your information to third parties.

We do not share your information with third parties for marketing purposes.

However, we may disclose your information to third parties in order to achieve the other purposes set out in this policy. These third parties may include:

Third Party Agencies we work with

NICHE works with statutory and non-statutory agencies to deliver services within the Knocknaheeny and Hollyhill areas. These services may be of benefit to our participants and clients and offered by us if we feel they will receive a benefit. For us to provide personal information to these services, NICHE will obtain explicit consent to do so. This consent may be obtained through referral forms or a recorded written acknowledgement by our participants and clients and by legal guardians in the case of children.

If consent is provided by the participants or clients and information is provided to the third party they will be acting as a joint controller of your information and therefore we advise you to read their Privacy Policy. These third party agencies will share your information with us which we will use in accordance with this policy.

We may transfer your personal information to a third party as part of a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our staff, clients and participants and users of the website or others. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.



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Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

Specific Consent

Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text and/or telephone marketing. This may also include onward referrals to other services.

Performance of a contract

Where we are entering into a contract with you or performing our obligations under it. For example by engaging with tutors or sessional workers.

Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court or regulatory authority or have concerns to disclose child protection or safeguarding matters.

Vital interests

Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual at one of our programmes or events) or a safeguarding issue, which requires us to share your information with the emergency services.

Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly affect your rights).

We consider our legitimate interests to be running NICHE as a charitable organisation in pursuit of our aims and ideals. For example to:

- Send communications, which we think, will be of interest to you. For example text messages, mail or telephone calls
- Conduct research to better understand our participants and to improve the relevance of our services
- Enhance, modify, personalise or otherwise improve our services/communications for the benefit of our participants
- Better understand how people interact with our website

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are



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overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

When we use sensitive personal information, we require an additional legal basis to do so under data protection laws, so will either do so on the basis of your explicit consent or another route available to us at law (for example, if we need to process it for employment, social security or social protection purposes, your vital interests, or, in some cases, if it is in the public interest for us to do so).

Marketing Communication

We may use your contact details to provide you with information about the work we do in our programmes of work.

Email/text/Phone

We will only send you marketing communications by email, text and telephone if you have explicitly provided your prior consent. You may opt out of our marketing communications at any time by notifying us by text, telephone, email or in writing.

Post

We may send you marketing communications by post unless you have told us that you would prefer not to hear from us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work we do in our programmes, then you can select your choices by ticking the relevant boxes situated on the forms used to collect your information.

We're committed to putting you in control of your data so you are free to change your marketing preferences (including to tell us that you don't want to be contacted for marketing purposes) at any time using: info@nicheonline.ie or by telephone: 021 4300135, or post: The Manager, HSE Building, Harbour View Road, Knocknaheeny, Cork, T23 XY16.

We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted. However, we may still need to retain anonymous data for contractual purposes where you will not be identifiable.

Your Rights

Under Irish data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that we think apply:



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Right of access

You have a right to request access to the personal data that we hold about you.

You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

If you want to access your information, please send a description of the information you would like to see and proof of your identity by post to the address provided below.

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. The accuracy of your information is important to us. If you believe, the information we hold on you is inaccurate or out of date, please contact us via email or post (see below). Alternatively, you can telephone us.

Right to restrict use

You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

Right of erasure

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to. In many cases, we will anonymise that information, rather than delete it.

Right for your personal information to be portable

If we are processing your personal information (1) based on your consent, or in order to enter into or carry out a contract with you, and (2) the processing is being done by automated means, you may ask us to provide it to you or another service provider in a machine-readable format if available.

Right to object

You have the right to object to processing where we are using your personal information (1) based on legitimate interests, (2) for direct marketing or (3) for statistical/research purposes.

If you want to exercise any of the above rights, please email us at info@nicheonline.ie or write to The Manager, HSE Building, Harbour View Road, Knocknaheeny, Cork, T23 XY16. We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.



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Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details, we recommend you consult the guidance published by the Data Protection Commission. Check out their homepage on:

<https://www.dataprotection.ie/docs/Home/4.htm>

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it. These controls include:

- Paper records stored in locked filing cabinets
- Electronic files stored in backed up drives
- Electronic files accessible only on password protected computers

Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date.

We really appreciate it if you let us know when your contact details change.

Use of 'cookies'

Like many other websites, our website 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.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit your Browsers security settings. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This policy applies only to our websites, 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 websites even if you access those 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 privacy policy of that third party site.

16 or Under

We are concerned and obliged to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.



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Vulnerable circumstances

We are committed to protecting vulnerable participants and volunteers, and appreciate additional care may be needed when we use their personal information. In recognition of this, we observe good practice guidelines in our interactions with vulnerable people.

Changes to this policy

Any changes we may make to this policy in the future will be posted on our website so please check this page occasionally to ensure that you are happy with any changes. If we make any significant changes, we will make this clear on this website.

Copies of this policy can also be requested by emailing info@nicheonline.ie.

Review of this Policy

We keep this policy under regular review. This policy was last updated in October 2023.