

APPENDIX 2 - Website visitors

We are committed to safeguarding the privacy of our website visitors and service users; in this notice we explain how we will handle your personal data. We will ask you to consent to our use of cookies in accordance with the terms of this notice when you first visit our website.

In this section we have set out:

- How we collect information from you
- How and why is your information used
- Lawful Processing

Usage Data

We may process data about your use of our website and services ("**usage data**"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system. This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is our legitimate interests, namely monitoring and improving our website and services.

Account Data

We may process your account data ("**account data**"). The account data may include your name and email address. The source of the account data is you. The account data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

Profile Data

We may process your information included in your personal profile on our website ("**profile data**"). The profile data may include your name, address, telephone number, email address, profile pictures, gender, date of birth, and social media ids. The profile data may be processed for the purposes of enabling and monitoring your use of our website and services. The legal basis for this processing is consent.

Service Data

We may process your personal data that is provided in the course of the use of our services ("**service data**"). The service data may include name, address, email address, details of donations made or items ordered. The source of the service data is you. The service data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business OR the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

Publication Data

We may process information that you post for publication on our website or through our services ("**publication data**"). The publication data may be processed for the purposes of enabling such publication and administering our website and services. The legal basis for this processing is consent.

Enquiry Data

We may process information contained in any enquiry you submit to us regarding products and/or services ("**enquiry data**"). The enquiry data may be processed for the purposes of offering, marketing and selling relevant products and/or services to you. The legal basis for this processing is consent.

Transaction Data

We may process information relating to transactions, including donations or purchases of goods and services, that you enter into with us and/or through our website ("**transaction data**"). The transaction data may include your contact details, your card details and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely our interest in the proper administration of our website and business.

Notification Data

We may process information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters ("**notification data**"). The notification data may be processed for the purposes of sending you the relevant notifications and/or newsletters. The legal basis for this processing is consent.

Correspondence Data

We may process information contained in or relating to any communication that you send to us ("**correspondence data**"). The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and communications with users.

Other

We may process any of your personal data identified in the other provisions of this notice where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.

In addition to the specific purposes for which we may process your personal data set out in this section, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. Please do not supply any other person's personal data to us, unless we prompt you to do so.

Who has access to your information?

We may disclose your personal data to any member of our group of charities in the Home-Start network insofar as reasonably necessary for the purposes set out in this notice.

We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining and maintaining insurance coverage, managing risks, obtaining professional advice and managing legal disputes.

Financial transactions relating to our website and services are handled by our payment services providers, eg PayPal. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices at:

- *Paypal* (URL <https://www.paypal.com/ie/webapps/mpp/ua/privacy-full>)

Your data may also be available to our website provider to enable us and them to deliver their service to us, carry out analysis and research on demographics, interests and behaviour of our users and supporters to help us gain a better understanding of them to enable us to improve our services. This may include connecting data we receive from you on the website to data available from other sources. Your personally

identifiable data will only be used where it is necessary for the analysis required, and where your interests for privacy are not deemed to outweigh their legitimate interests in developing new services for us. In the case of this activity the follow will apply:

1. Your data will be made available to our website provider
2. The data that may be available to them include any of the data we collect as described above
3. Our website provider will not transfer your data to any other third party, or transfer your data outside of the EEA
4. They will store your data for a maximum of 7 years
5. This processing does not affect your rights

In addition to the specific disclosures of personal data, we may also disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

How long is your information kept for?

This section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data. Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will retain and delete your personal data as follows:

- (a) All personal data will be retained for a maximum of *(seven years)* following *the date it was submitted*, at the end of which period it will be deleted from our systems, unless requested by users.

Notwithstanding the other provisions of this section, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

Third party websites

Our website may include hyperlinks to, and details of, third party websites. *This Privacy Notice only governs our websites and we are not responsible for the privacy policies that govern third party websites even where we have provided links to them. If you use any link on our website we recommend you read the Privacy Notice of that website before sharing any personal or financial data*

Social Media

We operate a number of social media pages including Facebook and Twitter. Although this notice covers how we will use any data collected from those pages it does not cover how the providers of social media websites will use your information. Please ensure you read the Privacy Notice of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

Personal data of children

Our website services (eg Referral Form) may request children's data. This data will be requested in order to initiate a referral for potential support to Home-Start service/s and this will be processed and held securely in line with our Data Protection Policy. We keep your information for no longer than is necessary.

Use of Cookies

This website uses cookies. If you wish to use this website then you will have accepted the cookie warning the first time you accessed the website.

What are Cookies?

Cookies are small text files that are placed on your computer by websites that you visit.

To learn more about cookies you can visit this website which has an article about them:

https://en.wikipedia.org/wiki/Computer_cookie

Types of Cookies

There are two main types of cookies used by web servers. They are persistent and session cookies. Persistent cookies remain on your computer system and expire at a date in the future unless they are updated or deleted from your system. They are used to retain information about preferences. The second type of cookie is a session cookie which remains on the computer system until the browser is closed.

Removing Cookies

You will find details on how to block and delete cookies from your computer as well as browsing history by exploring the setup of the browser you are using. All browsers offer the ability to block cookies, or remove them. It is beyond the scope of this article to provide information on every browser in use on all devices. Refer to the browser provider or mobile device manual to learn how to remove or block cookies from your system.

The Cookies We Use

Google Analytics: these cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages, what searches they may have done on the website. These cookies do not collect personally identifiable information. All information these cookies collect is aggregated and therefore anonymous.

This data helps us to understand:

- Which pages people visit on the site
- Which internet browsers are being used
- What is popular on the site
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You can find out more about Google's cookies on their privacy policy:

<https://www.google.com/intl/en/policies/privacy/>

You can also install the Google Analytics Opt-out tools in your browser:

<https://tools.google.com/dlpage/gaoptout>

Google maps: These are session cookies that remember preferences you have when viewing a map which is on the website.

WordPress: The website is built with WordPress which uses a number of plugin applications. Some of these applications use cookies and some of them are persistent and remember choices you have made on the website. Others are session cookies which expire on exit from the browser.

3rd Party cookies: We do not use any cookies through third parties for advertising or pushing advertising content to you. This is an advert free website.

What happens if I do not accept cookies on my browsing device?

Some of the functions on the website may not work without cookies being enabled or you may see a reduction in functionality.