

## **BALLYPHEHANE COMMUNITY ASSOCIATION CLG.**



**The Community Centre**  
**Tory Top Road, Ballyphehane**  
**Cork City Ireland**  
**Tel 021 4965339**  
**Email [info@ballyphehanecc.com](mailto:info@ballyphehanecc.com)**  
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**BCA**



## **BALLYPHEHANE COMMUNITY ASSOCIATION PRIVACY STATEMENT**

The Ballyphehane Community Association is committed to ensuring that your privacy is protected. This statement sets out the basis on which any personal data we collect from and about you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

### **Data We Collect and Process**

We will collect and process the following data about you:

### **Information You Give Us**

This is the information about you that you give us by corresponding with us by phone, e-mail or otherwise. It includes the information you supply us with when you use our facilities and services. The information you give us may include, but is not limited to, your name, your organisation, address/organisation address, phone number, financial information, etc.

### **Information we collect about you**

We collect certain personal information about you / your organisation – but only when that information is provided by you or is obtained by us with your authorization. We use that information to confirm bookings and/or set you up for billing purposes.

Examples of sources from which we collect information include:

- meetings and phone calls with you,
- letters or e-mails from you, and
- booking forms.

You are not obliged to provide us with your personal information. However, if you do not, we might not be able to provide the services you have requested of us.

### **Why we process your data**

We process your data in order to comply with legal obligations to which we are subject, to provide the services you have requested of us, because you have consented to our processing of your data or for the purposes of our legitimate interests, such as to inform you of changes to our services or to provide you with information about other services we offer.

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**Registered No. 354401**  
**Registered Charity Number: 20050740**  
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## **How we use your data**

We gather and use your information to:

- allow us to provide you with the services you request from us,
- comply with legal obligations we might be subject to,
- provide you with the information about other services and initiatives we might offer that are similar to those you have already requested of us or enquired about,
- notify you of changes to our services,
- monitor and improve the quality of our services,
- request feedback on your experiences of our facilities and services.

## **Who we share your data with**

As a general rule, we do not disclose personal information about our customers. However, to the extent permitted by law, certain non-public information about you may be disclosed in the following situations:

- As a part of any actual or threatened legal proceedings or alternative dispute resolution proceedings either initiated by or against us, provided we disclose only the information necessary to file, pursue, or defend against the lawsuit and take reasonable precautions to ensure that the information disclosed does not become a matter of public record.
- To provide information to third parties who perform services or functions for us in conjunction with our services to you, but only if we have a contractual agreement with the other party which prohibits them from disclosing or using the information other than for the purposes for which it was disclosed. Ballyphehane Community Association requires that all such agents, contractors or partners who enter into contractual guarantees observe security and privacy obligations at least as stringent as those set forth in this privacy statement.

## **Data Security**

We take our data security responsibilities seriously, employing the most appropriate physical and technical measures, including staff training and awareness.

Except as otherwise described in this notice, we restrict access to non-public personal information about you to employees of our firm and other parties who must use that information to provide services to you. Their right to further disclose and use the information is limited by the policies and procedures of our company and applicable law. We also maintain physical, electronic, and procedural safeguards in compliance with applicable laws and regulations to guard your personal information from unauthorized access, alteration, or premature destruction.

Unfortunately, the transmission of information by means of the internet, including through e-mail, is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the complete security of your data transmitted to or from us by means of e-mail and any such transmission is at your own risk.

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## **Data Retention**

It is our aim to only hold your data for as long as this is necessary. Unless otherwise required under applicable law, we store your data for as long as we provide services to you and for a period of no less than seven years beginning on the date we commence providing services.

## **Marketing**

It has not been nor is it our current policy to contact customers by mail, e-mail and/or telephone about our services and potential initiatives, marketing and/or other events involving or relating to Ballyphehane Community Association which may be of interest to you.

However, should we change this policy in the future we will be obliged to contact you directly and present you with the option to agree to receive such contact/content. It will only be with your consent that we will be able to contact you in this manner. However, in such a circumstance, you will have the right to ask us to stop processing your personal data for direct marketing purposes.

## **Where we store your information**

We might store your information in different places. Physical files are stored in our office on the premises. Electronic files are stored on our secure server and in the cloud. You may contact us via e-mail, letter or telephone in case you wish to find out more or to obtain a copy of the appropriate safeguards.

## **Your rights**

You have the right to request that we:

- inform you whether we process your data, provide you with details relating to our processing, and with a copy of your data,
- rectify any inaccurate data we might have about you without undue delay,
- complete any incomplete information about you,
- erase your personal data without undue delay,
- are restricted from processing your data,
- furnish you with the personal data which you provided to us in a structured, commonly used and machine readable format.

Where we process your data solely on the basis of your consent, you are entitled to withdraw your consent at any time. This will not affect the lawfulness of our processing before the withdrawal.

You also have the right to lodge a complaint with the Data Protection Commissioner at any time. The exercise of your rights might be subject to certain conditions prescribed by law and we might require further information from you before we can respond to your request.

You may exercise your rights by contacting us at the addresses or e-mail address provided above.

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## **Changes to Statement**

We may update this privacy statement from time to time and will publish such updated version as appropriate.