

Privacy & Data Protection Policy Statement



What do Data Protection laws require?

Data protection laws require us to keep any personal information we hold on you private and safe. This means that we must ensure that the information is:

- accurate and up to date
- only available to those who need to have it
- used only for the reasons it was collected
- held securely
- processed fairly and legally
- kept for no longer than necessary.

What is personal information?

Personal information is information about you from which you can be identified, such as your name, address, date of birth and telephone number.

How do we collect information?

We collect information from you when you make an application to us, or make another enquiry or register for updates. We keep this information on file.

We hold other information about you. This includes assessments related to your application, invoices and payment information, quotes from companies about services you are applying for, and notes on conversations with you.

How do we use the information?

We use your information to provide you with a service, including responding to your queries, processing your application, arranging and paying for services, and keeping you informed about our activities and progress.

Will we share your information?

We will only share your information if it helps us to meet your needs. We will **never** do this unless we have your permission.

In exceptional circumstances, we are required by law to disclose (share) information about you. These circumstances are where we have concerns that you might be a danger to yourself or others, or where you tell us of a criminal act that you have committed or intend to commit, or where there are concerns about child safety.

How do we keep information safe and secure?

Your information is stored on an electronic information management system. This is password protected and only certain staff members have access. The system complies with relevant legislation namely the EU Directive 95/46 on the Protection of Personal Data. We will dispose (get rid) of your information in a secure way once we are finished with it.

Can I see the information you hold about me?

Yes, you can see your information on request. Just contact your Advisor or someone else on our staff and ask to see any personal information we have about you. Or, contact us at **dataprotection@caranua.ie**. We might ask to confirm your identity before we release the information.

If you are unhappy with our response to your request, you can complain to:

**The Data Protection Commissioner
Canal House
Station Road
Portarlinton**

Co. Laois

Tel: 1890 252 231

Email: info@dataprotection.ie

Website: www.dataprotection.ie

You can complain to the Data Protection Commissioner whether you live in Ireland or outside Ireland.

What we do if we get it wrong

If we make a mistake and accidentally lose, destroy or share your information we will:

- contact you and explain what has happened
- report our mistake to the Data Protection Commissioner.

How can you help us?

You can help us to ensure that the information we hold on you is accurate by letting us know if any of your information changes. For example, if you move house, change phone numbers, get married, and so on.



CARANUA

support for survivors of institutional abuse

How to contact us

- PO Box 12477 Dublin 1, Ireland
- Email: apply@caranua.ie
- Fax: +353 1 874 5709
- Freephone 1800 212477 (from Ireland)
Freephone 0808 234 1303 (from UK)

Charges may apply from some mobile networks

Please note that we are unable to provide a freephone outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.

From anywhere: +353 1 874 2277

For more information

See our website www.caranua.ie