

Privacy Notice



1. What is Personal Data?

Personal data is data about a living individual who can be identified from that data. The processing of personal data is governed by the EU General Data Protection Regulation (the “GDPR”) and the Data Protection Acts 1988-2018.

2. Who are we?

ALONE is the data controller (contact details below). This means that ALONE decides how your personal data is processed and for what purposes.

ALONE is committed to protecting your privacy and we have appropriate policies and procedures in place to process and protect any personal data that we hold about you.

3. How do we process your data?

ALONE complies with its obligations under the “GDPR” by using personal data only for specified, lawful purposes; by not collecting or retaining excessive amounts of data; by keeping personal data up to date; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

Depending on how and why you engage with ALONE we may use your personal data for the purposes set out in the following table which also sets out the legal base(s) for processing your data:

Purpose	Legal Basis
Provision of social care services to older people	Consent (Article 6(1)(a)) GDPR Provision of social care (Article 9(2)(h) GDPR)
Recruitment and management of volunteers	Consent
Engaging with professionals in the field of health and social care	Consent Provision of social care
Fundraising	Consent ALONE’S legitimate interests (Article 6(1)(f))
Recruitment and employment of staff	Performance of a contract (Article 6(1)(b)) GDPR
Engaging with people who are interested in ALONE’s work	Consent ALONE’S legitimate interests

4. Sharing your personal data

In certain circumstances, we need to share personal data in pursuit of our legitimate interests, for example the use of processors to manage communications, surveys or the secure storage of your data. We may also share your data with individuals or organisations who are engaged in providing similar services for the purpose of enhancing the services we offer.

6. International Transfer

All personal data is stored either within the European Economic Area or countries whose data protection regimes have been designated as adequate by the European Commission or,



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if stored elsewhere, such storage is subject to having approved, appropriate privacy safeguards in place.

7. How long do we keep your data?

We keep personal data only for periods set out in our Data Retention Schedule and do not maintain data for longer than is absolutely required for the purposes set out in the table above.

8. Your rights and your personal data

You have the following rights with respect to your personal data:

- To access and request a copy of your personal data, which ALONE holds about you.
- To request your personal data is erased where it is no longer necessary or lawful for ALONE to retain such data.
- To request a restriction is placed on further processing of your personal data where there is a dispute in relation to the accuracy or processing
- To request that ALONE correct any personal data if it is found to be inaccurate, incomplete or out-of-date.
- To object to the processing of personal data by ALONE
- To request that ALONE provide you with a copy of personal data that you have provided and, in certain circumstances, to transmit that data directly to another data controller.

You also have the right to lodge a complaint with the Data Protection Commission should you be unhappy about any aspect of ALONE's handling of your personal data or any request that you make of us.

10. Contact Details

To exercise all relevant rights or submit a query or a complaint please in the first instance contact the Data Protection Coordinator at:

ALONE
Olympic House
Pleasants St
Dublin 8
TEL: +353 01 679 1032
EMAIL: dataprotection@alone.ie

11. Complaints

You have the right to make a complaint to the Data Protection Commission which you can contact by phone: 1800 437 737; via website www.dataprotection.ie or by writing to:

The Data Protection Commission,
21 Fitzwilliam Square South
Dublin 2
D02 RD28