



DATA PROTECTION POLICY

Introduction

At Diabetes Ireland privacy and data protection rights are very important to us. Diabetes Ireland must comply with the Data Protection principles set out in the relevant legislation. This Policy applies to all Personal Data collected, processed and stored by Diabetes Ireland in relation to its members/supporters, volunteers, clients, employees and service providers in the course of its activities. All are treated equally under this Policy.

This document outlines Diabetes Ireland's policy to help ensure that we comply with the Data Protection Acts.

Inquiries about this Data Protection Policy should be made to: Ms Gillian Reynolds, Diabetes Ireland, 19 Northwood House, Santry, Dublin 9.

Definitions

For the avoidance of doubt, and for consistency in terminology, the following definitions will apply within this Policy.

Data

This includes both automated and manual data.

Automated data means data held on computer, or stored with the intention that it is processed on computer.

Manual data means data that is processed as part of a relevant filing system, or which is stored with the intention that it forms part of a relevant filing system.

Personal Data

Information which relates to a living individual, who can be identified either directly from that data, or indirectly in conjunction with other data which is likely to come into the legitimate possession of the Data Controller. (If in doubt, Charities Institute Ireland refers to the definition issued by the Article 29 Working Party, and updated from time to time.)

Sensitive Personal Data

A particular category of Personal data, relating to: Racial or Ethnic Origin, Political Opinions, Religious, Ideological or Philosophical beliefs, Trade Union membership, Information relating to mental or physical health, information in relation to one's Sexual Orientation, information in relation to commission of a crime and information relating to conviction for a criminal offence.

Data Controller

A person or entity who, either alone or with others, controls the content and use of Personal Data by determining the purposes and means by which that Personal Data is processed.

Data Subject

A living individual who is the subject of the Personal Data, i.e. to whom the data relates either directly or indirectly.

Data Processor

A person or entity who processes Personal Data on behalf of a Data Controller on the basis of a formal, written contract, but who is not an employee of the Data Controller, processing such Data in the course of his/her employment.

Data Privacy Manager

A person appointed by Diabetes Ireland to monitor compliance with the appropriate Data Protection legislation, to deal with Subject Access Requests, and to respond to Data Protection queries from employees, volunteers and service recipients

Relevant Filing System

Any set of information in relation to living individuals which is not processed by means of equipment operating automatically (computers), and that is structured, either by reference to individuals, or by reference to criteria relating to individuals, in such a manner that specific information relating to an individual is readily retrievable.

Data Protection Policy

Purpose of this policy

The purpose of this document is to provide a concise policy statement regarding the Data Protection obligations of Diabetes Ireland. This includes obligations in dealing with personal data, in order to ensure that the organisation complies with the requirements of the relevant Irish legislation, namely the General Data Protection Regulation (GDPR) 2018, the Irish Data Protection Act (1988), and the Irish Data Protection (Amendment) Act (2003).

Scope

The policy covers both personal and sensitive personal data held in relation to data subjects by Diabetes Ireland. The policy applies equally to personal data held in manual and automated form. All Personal and Sensitive Personal Data will be treated with equal care by Diabetes Ireland. Both categories will be equally referred-to as Personal Data in this policy, unless specifically stated otherwise.

This policy should be read in conjunction with the associated Subject Access Request procedure, the Data Retention and Destruction Policy and Data Breach procedure.

Data Protection Principles

The following key principles are enshrined in the Irish legislation and are fundamental to Diabetes Ireland's Data Protection policy. In its capacity as Data Controller, Diabetes Ireland ensures that all data shall:

1. ... BE OBTAINED AND PROCESSED FAIRLY AND LAWFULLY.

For data to be obtained fairly, the data subject will, at the time the data are being collected, be made aware of:

- The identity of the Data Controller (Diabetes Ireland)
- The purpose(s) for which the data is being collected
- The person(s) to whom the data may be disclosed by the Data Controller
- Any other information that is necessary so that the processing may be fair.

Diabetes Ireland will meet this obligation in the following way;

- Where possible, the informed consent of the Data Subject will be sought before their data is processed;
- Where it is not possible to seek consent, Diabetes Ireland will ensure that collection of the data is justified under one of the other lawful processing conditions – legal obligation, contractual necessity, etc.;
- Where Diabetes Ireland intends to record activity on CCTV or video, a Fair Processing Notice will be posted in full view;
- Processing of the personal data will be carried out only as part of Diabetes Ireland’s lawful activities, and Diabetes Ireland will safeguard the rights and freedoms of the Data Subject;
- The Data Subject’s data will not be disclosed to a third party other than to a party contracted to Diabetes Ireland and operating on its behalf.

2. BE OBTAINED ONLY FOR ONE OR MORE SPECIFIED, LEGITIMATE PURPOSES .

Diabetes Ireland will obtain data for purposes which are specific, lawful and clearly stated. A Data Subject will have the right to question the purpose(s) for which Diabetes Ireland holds their data, and Diabetes Ireland will be able to clearly state that purpose or purposes.

3. NOT BE FURTHER PROCESSED IN A MANNER INCOMPATIBLE WITH THE SPECIFIED PURPOSE(S) .

Any use of the data by Diabetes Ireland will be compatible with the purposes for which the data was acquired.

4. BE KEPT SAFE AND SECURE .

Diabetes Ireland will employ high standards of security in order to protect the personal data under its care. Appropriate security measures will be taken to protect against unauthorised access to, or alteration, destruction or disclosure of any personal data held by Diabetes Ireland in its capacity as Data Controller. Access to and management of data subject records is limited to those who have appropriate authorisation and password access.

5. ... BE KEPT ACCURATE, COMPLETE AND UP-TO-DATE WHERE NECESSARY.

Diabetes Ireland will:

- ensure that administrative and IT validation processes are in place to conduct regular assessments of data accuracy;
- conduct periodic reviews and audits to ensure that relevant data is kept accurate and up-to- date.
- conduct regular assessments in order to establish the need to keep certain Personal Data.

6. ... BE ADEQUATE, RELEVANT AND NOT EXCESSIVE IN RELATION TO THE PURPOSE(S) FOR WHICH THE DATA WERE COLLECTED AND PROCESSED.

Diabetes Ireland will ensure that the data it processes in relation to Data Subjects are relevant to the purposes for which those data are collected. Data which are not relevant to such processing will not be acquired or maintained.

7. ... NOT BE KEPT FOR LONGER THAN IS NECESSARY TO SATISFY THE SPECIFIED PURPOSE(S).

Diabetes Ireland has identified an extensive matrix of data categories, with reference to the appropriate data retention period for each category. The matrix applies to data in both a manual and automated format. Once the respective retention period has elapsed, Diabetes Ireland undertakes to destroy, erase or otherwise put this data beyond use.

8. ... BE MANAGED AND STORED IN SUCH A MANNER THAT, IN THE EVENT A DATA SUBJECT SUBMITS A VALID SUBJECT ACCESS REQUEST SEEKING A COPY OF THEIR PERSONAL DATA, THIS DATA CAN BE READILY RETRIEVED AND PROVIDED TO THEM.

Diabetes Ireland has implemented a Subject Access Request procedure by which to manage such requests in an efficient and timely manner, within the timelines stipulated in the legislation.

Diabetes Ireland as a Data Controller

In the course of its daily organisational activities, Diabetes Ireland acquires, processes and stores personal data in relation to:

- Members/Supporters of Diabetes Ireland
- Clients of Diabetes Ireland
- Volunteers of Diabetes Ireland
- Employees of Diabetes Ireland
- Third party service providers engaged by Diabetes Ireland

In accordance with the Irish Data Protection legislation, this data must be acquired and managed fairly. Not all employees and volunteers will be expected to be experts in Data Protection legislation. However, Diabetes Ireland is committed to ensuring that they have sufficient awareness of the legislation in order to be able to anticipate and identify a Data Protection issue, should one arise. In such circumstances, employees and volunteers must ensure that the Data Privacy Manager is informed, and in order that appropriate corrective action is taken.

Due to the nature of the services provided by Diabetes Ireland, there is regular exchange of personal data between Diabetes Ireland and its Data Subjects. In addition, Diabetes Ireland exchanges personal data with Data Processors on the Data Subjects' behalf. This is consistent with Diabetes Ireland's obligations under the terms of its contract with its Data Processors.

This policy provides the guidelines for this exchange of information, as well as the procedure to follow in the event that a Diabetes Ireland employee or volunteer is unsure whether such data can be disclosed.

In general terms, the employee or volunteer should consult with the Data Privacy Manager to seek clarification.

Subject Access Requests

Any formal, written request by a Data Subject for a copy of their personal data (a Subject Access Request) will be referred, as soon as possible, to the Data Privacy Manager, and will be processed as soon as possible.

Where a formal request is submitted by a Data Subject in relation to the data held by Diabetes Ireland, such a request gives rise to access rights in favour of the Data Subject.

There are specific time-lines within which Diabetes Ireland must respond to the Data Subject, depending on the nature and extent of the request. These are outlined in our Subject Access Request process document.

Diabetes Ireland's staff will ensure that, where necessary, such requests are forwarded to the Data Privacy Manager in a timely manner, and they are processed as quickly and efficiently as possible, but within not more than 40 days from receipt of the request.

It is intended that by complying with these guidelines, Diabetes Ireland will adhere to best practice regarding the applicable Data Protection legislation.

Third Party Processors

In the course of its role as Data Controller, Diabetes Ireland engages a number of Data Processors to process Personal Data on its behalf. In each case, a formal, written contract is in place with the Processor, outlining their obligations in relation to the Personal Data, the specific purpose or purposes for which they are engaged, and the understanding that they will process the data in compliance with the Irish Data Protection legislation.

Implementation

As a Data Controller, Diabetes Ireland ensures that any entity which processes Personal Data on its behalf (a Data Processor) does so in a manner compliant with the Data Protection legislation.

Failure of a Data Processor to manage Diabetes Ireland's data in a compliant manner will be viewed as a breach of contract, and will be pursued through the courts.

Failure of Charities Institute Ireland's staff to process Personal Data in compliance with this policy may result in disciplinary proceedings.

Procedures and Guidelines

This policy supports the provision of a structure to assist in Diabetes Ireland's compliance with the Data Protection legislation, including the provision of best practice guidelines and procedures in relation to all aspects of Data Protection.

Review

This Policy will be reviewed regularly in light of any legislative or other relevant indicators.

Further general information on data protection is available from the Office of the Data Protection Commissioner on 1890 252 231 or online at www.dataprotection.ie