

Privacy Notice

This privacy notice tells you what to expect NCGI to do with your personal information when you provide NCGI with information about you, your child or other family members.

NCGI is the data controller of the personal information the NCGI process, unless otherwise stated. This means NCGI determines the purposes for which, and the manner in which, any personal data relating to clients and their families is to be processed.

NCGI Data Protection Officer will oversee and monitor the Organisation's data protection procedures and ensure the Organisation remain compliant with the General Data Protection Regulation and Data Protection Act 2018. The data protection officer can be contacted via email info@ncgi-ie.org

What is personal information?

Personal information can be any information relating to a living person who can be directly or indirectly identified by reference to an identifier. A personal identifier includes your name, location, online identifier and identification numbers.

The categories of information that the NCGI collect, hold and share include:

- Personal information (such as name, unique pupil number, contact details and address)
- Characteristics (such as ethnicity, language, nationality, and country of birth)
- Interest information (such as projects sessions attended, number of absences and absence reasons)
- Assessment information – e.g. assessment of needs / assessment of interest)
- Relevant medical information (such as doctors' information, health, dental health, allergies, medication and dietary requirements)
- Information relating to Care. Support and Special needs (applications for support, care or support plans)
- Safeguarding information
- Exclusion information
- Behavioural information
- Photographs (for internal safeguarding and security purposes, newsletters, social media (including NCGI Facebook page and Twitter) and promotional purposes)
- CCTV images
- Payment details

What is 'Special Category' personal information?

Some information is 'special' and needs more protection due to its sensitivity. It's often information you would not want widely known and is very personal to you. This is likely to include anything that can reveal your:

- sexuality and sexual health

- religious or philosophical beliefs
- ethnicity
- physical or mental health
- trade union membership
- political opinion
- genetic/biometric data

Why the NCGI collect and use your information

NCGI use the data:

- to support provision of Care and relief materials
- to monitor and report on delivery of the service
- to provide appropriate pastoral care and support
- to assess the quality of NCGI services
- to safeguard service users
- for research purposes
- to inform you about events and other things happening at NCGI
- to comply with the law regarding data sharing

The lawful basis on which the NCGI use this information

NCGI holds the legal right to collect and use personal data relating to its clients and their families, and the NCGI may also receive information regarding them from other services and Local Authority. NCGI collect and use personal data in order to meet legal requirements and legitimate interests set out in the GDPR and Data Protection Act 2018.

Generally, NCGI collect and use personal information where:

- you have given consent
- you have entered into a contract / Agreement with NCGI
- it's necessary to perform the NCGI duties
- it's necessary to protect someone in an emergency
- it's required by law
- It's necessary for legal cases
- It's necessary for archiving, research or statistical purposes

Whilst the majority of the personal data you provide to NCGI mandatory, some is provided on a voluntary basis. When collecting data, NCGI will inform you whether you are required to provide this data or if your consent is needed. Where consent is required, NCGI will provide you with specific and explicit information with regards to the reasons the data is being collected and how the data will be used.

In circumstances where NCGI have consent to use your personal information, you have the right to remove it at any time. If you want to remove your consent, contact NCGI data protection officer at info@ncgi-ie.org

How long is your data stored for?

NCGI hold data relating to Service users and their families in line with the NCGI's data retention policy and in compliance with the GDPR and Data Protection Act 2018.

Who NCGI shares information with?

NCGI is required to share information with law enforcement agencies or charity commission if required.

- Conducting research or analysis
- Producing statistics
- Providing information, advice or guidance

NCGI do not share information with anyone without consent unless the law and the NCGI policies allows it to do so.

Your Rights

Your right of access

You have the right to ask NCGI for copies of your personal information. This right always applies and is commonly known as making a 'subject access request'. There are some exemptions, which means you may not always receive all the information NCGI process, for example, if information is likely to cause serious harm to the physical or mental health or condition of you or any other person

Information relating to or provided by a third person who has not consented to the disclosure, including images removed or obscured may not be disclosed.

If NCGI can't give you some or any of the information, NCGI will tell you why.

If you make a subject access request, and if NCGI do hold information you require, NCGI will:

- Give you a description of it
- Tell you why the NCGI is holding and processing it, and how long the NCGI will keep it for
- Explain where NCGI got it from, if not from you
- Tell you who it has been, or will be shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

To make a request for your personal information, please contact info@ncgi-ie.org clearly stating:

- Your name and contact details
- The Information you want
- Any details or relevant dates that will help NCGI process your request.

You also have the right to:

- object to processing of personal data in some circumstances.
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection Regulation

How NCGI use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

NCGI use traffic log cookies to identify which pages are being used. This helps the NCGI analyse data about web page traffic and improve NCGI website in order to tailor it to customer needs. NCGI only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help NCGI provide you with a better website, by enabling NCGI to monitor which pages you find useful and which you do not. A cookie in no way gives NCGI access to your computer or any information about you, other than the data you choose to share with NCGI.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Further information on deleting and controlling cookies can be found at:

- www.aboutcookies.org
- www.allaboutcookies.org

Contact

If you have any queries about how your personal information is handled contact NCGI Data Protection Officer at info@ncgi-ie.org

Complaints

NCGI take any complaints about NCGI collection and use of personal information very seriously.

If you think that NCGI collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about NCGI data processing, please raise this with NCGI Data Protection Officer in the first instance.