



BREAK THE CYCLE

Cycle Against Suicide

Privacy Policy

February 2021

Cycle Against Suicide – Privacy Policy

Cycle Against Suicide holds in high regard the trust that our stakeholders including followers, users and participants of our programmes/events place in us when they give us access to their personal data. This Privacy Policy describes how we work to maintain this trust and protect their information.

This statement sets out the basis of how any personal data Cycle Against Suicide collects from 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. By visiting www.cycleagainstsucide.com you are accepting and consenting to the practices described in this statement. Our website may, from time to time, contain links to and from the websites of other organisations. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for them. Please check these policies before you submit any personal data.

Who Are We?

For the purpose of the General Data Protection Regulation (GDPR), Cycle Against Suicide (Fight Against Suicide), is the data controller with the registered office at: 1st Floor, 6 Lapps Quay, Cork. Registered Charity Number: 20083151; Chy No: 20867. Cycle Against Suicide is a national awareness charity striving to break down the barriers around mental illness and works to increase awareness of the supports and treatments that are available to empower those affected.

Purposes for Processing

We process data about people for the following purposes:

- Sales and marketing
- Fundraising
- General office administration and accounting
- Volunteer management
- Executing projects and events
- Schools programme
- Management of subcontractors

Personal information you give us

You may give us information about you, when you enquire about our activities, participate in any of our programmes or events, fill in forms on our website www.cycleagainstsucide.com or correspond with us by phone, e-mail or otherwise provide us with personal data. The information you give us may include your first name, surname, postal address, e-mail address, phone number, date of birth, financial and credit card and/or debit card information, your personal preferences about being contacted, your comments about our services and your photograph.

Our use of your personal data

We will use this information for a number of operational purposes, including, but not limited to:

- carrying out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us;
- to provide you with information about other opportunities to support Cycle Against Suicide where you do not object to receiving such information;
- to create an account for you if you register with us as a donor or if you wish to receive information about our activities;

- to further our charitable aims, including for fundraising activities, where you agree to receive such information;
- to provide you with information about our product and services or information on mental health services that we feel may be of interest you.

Where we store your personal data

Cycle Against Suicide may, from time to time, make use of services provided by third party processors for the delivery of our services which may necessitate the transfer of personal data outside of the EU or the European Economic Area ("EEA"). For example, we use a variety of cloud-based tools such as mail chimp, Office365 and similar tools. In order to safeguard your information we will make any such transfers in strict compliance with data protection legislation with all appropriate contractual arrangements (Privacy Shield, Binding Corporate Rules, or Model Contracts) will be in place. By submitting your personal data for such purposes, you agree to this transfer, storing or processing. Cycle Against Suicide will take all reasonable steps necessary to ensure that your personal data is processed securely and in accordance with this Privacy Statement.

All information you provide to us is stored on secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, subject to the previous paragraphs, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted via our site; any transmission is ultimately at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access to, or unlawful processing or disclosure of, such data.

What is my Data Being Used For?

When you contact Cycle Against Suicide to avail of any of our programmes services or events, we will ask you to provide, either by phone or electronic means, your name, address, date of birth, telephone number, and email address. This information provided will be used by Cycle Against Suicide to:

- verify your identity
- provide you with the service you have requested
- respond to your enquiries or provide customer support
- send updates regarding our programmes, events or appointments for our Buddy programme
- contact you in the case of a data breach
- provide you with advice, dependent on the information you have given
- seek feedback for ongoing service improvements
- communicate with you regarding other Cycle Against Suicide products and services

When we communicate with you regarding our products and services for the first time we will give you the option to "opt-in," and on every subsequent communication there will be an option to "unsubscribe." If you subscribe to our email newsletter, we use email tracking to record and save your email address to your subscriber record to monitor and store your preferences.

Categories of Information Processed

Processing Purposes

Personal Data Processed

Sales and Marketing	Contact Names Telephone numbers (land line and mobile) Social Media Identifiers (e.g. Twitter accounts) Email Addresses Postal Addresses
Fundraising	Contact Names Telephone numbers (land line and mobile) Social Media Identifiers (e.g. Twitter accounts) Email Addresses Postal Addresses Bank / credit card details
Accounting / Corporate Services	Contact Names Contact details (e.g. address, email address, telephone number) Tax identifiers (e.g. Irish PPS number for employees or VAT number for subcontractors) Expenses sheet Data associated with accounts receivable or accounts payable
Volunteer Management	Contact Names Telephone numbers (land line and mobile) Email Addresses Postal Addresses
Programme/Services Primary Schools' Programme Secondary Schools' Programme Youthreach Programme The Cycle Against Suicide Buddy	Contact names for teachers Telephone number (land line and mobile) Social Media Identifiers for schools Email addresses Postal addresses Bank details for payments re. Congress / fundraising
Events	Contact names (for project stakeholders, participants) Email addresses Contact telephone number Bank details
Health and Safety	Accident reports, including details of injuries and contact information for injured parties or witnesses
Website Performance, Management and Security	IP addresses (in server log files)

Grounds for processing – processing condition replied upon

Grounds for processing

Processing condition relied upon

Sales and Marketing	Consent Legitimate Interest (for postal direct marketing)
Fundraising	Consent Statutory Obligations Legitimate Interest: It is in the legitimate interest of Cycle Against Suicide to process information for
Accounting / Corporate Services	Statutory Obligations: Necessary for the execution of contractual obligations. Legitimate Interest: It is in the legitimate interest of Cycle Against Suicide to process information for administration and
Volunteer Management	Statutory Obligations (payment of expenses) Legitimate Interest: It is in the interest of Cycle Against Suicide to efficiently and effectively manage volunteers and ensure compliance with duty of care and other obligations.
Programmes (all schools programmes and the Cycle Against Suicide Buddy Programme	Legitimate Interest: It is the legitimate interest of Cycle Against Suicide to engage in with schools in the delivery of our schools programme. It is necessary to engage with individuals requesting to access our Buddy Programme to establish meeting times etc.
Events	Necessary for execution of contracts. Legitimate Interest: It is the legitimate interest of Cycle Against Suicide to engage in marketing to promote its products or services.
Health and Safety	Legitimate Interest: It is in the legitimate interest of Cycle Against Suicide to process data about health and safety issues for the purposes of seeking legal advice, defending claims, and supporting insurance risk assessment. Statutory Obligations.

Who Has Access to My Data?

Access is restricted to essential personnel of Cycle Against Suicide who are bound by their professional ethics and / or confidentiality agreements.

We may provide non-personal data to third parties, where such information is combined with similar information of other users of our website. For example, we might inform third parties regarding the number of unique users who visit our website, the demographic breakdown of our community users of our website, or the activities that visitors to our website engage in while on our website.

The third parties to whom we may provide this information may include, commercial partners, sponsors, licensees, researchers and other similar parties. We will never disclose your Personal Data to third parties unless you have consented to this disclosure or unless the third party is required to fulfil your order (in such circumstances, the third party is bound by similar data protection requirements).

We will disclose your Personal Data if we believe in good faith that we are required to disclose it in order to comply with any applicable law, a summons, a search warrant, a court or regulatory order, or other statutory requirement.

Your rights with regard to your information

You have rights under Irish Data Protection legislation, with regard to our processing of your data. You can exercise these rights at any time by contacting us via email at info@cycleagainstsucide.com or in writing at: The CEO, Cycle Against Suicide, 6 Lapp's Quay, Cork.

For processing activities for which we rely on consent as a basis for processing your data, you have the right to withdraw your consent at any time.

You have the right to be informed about any personal data that we hold which relates to you (Right of Access), including how we acquired such data, and the purposes for which it is being used. This right requires that you will be given a copy of your personal data which you may have supplied to us via our website or in other correspondence and interactions.

To exercise this right, you must make your request in writing, posting it to our address as specified below and including with the request, a copy of your passport and a copy of a utility bill which will verify your address. No fee is required for this service. A request will be dealt with as soon as possible and we will respond to your request within one month from the date on which your request was received.

You have the right to have inaccurate personal data corrected (Right of Rectification). If you discover that we hold inaccurate personal data about you, you have a right to instruct us to correct that information. Such an instruction must be in writing and must contain evidence of the correct information. We will respond as soon as possible, and in any event within one month from the date on which your instructions are received.

In certain circumstances, you have the 'Right to be Forgotten'. This means that you can request that Cycle Against Suicide removes any and all references to you from our records and systems. We will comply with all such requests in a timely manner, as required by the Data Protection Regulation, unless other operational or legal obligations require us to retain such data for a particular purpose or period of time.

You have the right, at all times, to object to processing of your personal data which you find intrusive, excessive or unwarranted (Right to Restrict Processing). Cycle Against Suicide will

respect your right to do so, but may need to continue such processing where required do to so by law, or within the terms of an existing contractual arrangement.

Use Of Cycle Against Suicide’s website.

Like most websites, we gather statistical and other analytical information collected on an aggregate basis of all visitors to our website.

This Non-Personal Data comprises of information that cannot be used to identify or contact you; such as demographic information regarding, for example, user IP addresses where they have been clipped or anonymised, browser types and other anonymous statistical data involving the use of our websites.

Any external links to other websites are clearly identifiable as such, and we are not responsible for the content or the privacy policies of these other websites.

Cookies and Similar Technologies

The Cycle Against Suicide website uses “cookie” technology. A cookie is a little piece of text stored by the browser on your computer, at the request of our server. We may use cookies to deliver content specific to your interests and to save your personal preferences so you do not have to re-enter them each time you connect to our website – our cookies are not available to other websites.

You are always free to decline our cookies, if your browser permits, or to ask your browser to indicate when a cookie is being sent. You can also delete cookie files from your computer at your discretion. Note that if you decline our cookies or ask for notification each time a cookie is being sent, this may affect your ease of use of this website.

Facebook Conversion Tracking Pixel

Cycle Against Suicide may, from time to time, use Facebook Advertising, Facebook Pixel Re-Marketing, and communications. This tool allows us to understand and deliver ads, making them more relevant to you. The collected data remains anonymous, and we cannot see the personal data of any individual user.

However, the collected data is saved and processed by Facebook. Facebook may be able to connect the data with your Facebook account and use the data for their own advertising purposes (in accordance with Facebook’s Data Use Policy found under: <https://www.facebook.com/about/privacy/>).

Facebook has ultimate control of the information gathered through Facebook Advertising, Facebook Pixel Re-Marketing, and communications. You can opt-out of Facebook’s use of cookies and Facebook Pixel Re-Marketing through settings on your Facebook Account.

Google Marketing

Cycle Against Suicide may, from time to time, utilise Google’s remarketing technology. This allows us to display relevant ads based on the pages on the Spectrum website you have viewed. The advertisements will be displayed using cookies. This cookie will not record any personal information or identify you personally.

If you would prefer to not receive any targeted advertisements, you can deactivate the use of cookies for these purposes through Google by visiting the website: <https://www.google.com/settings/ads/>.

Google has its own data protection policy which can be accessed here: <https://www.google.com/intl/en/policies/privacy/>.

Retention Period

Cycle Against Suicide retains personal data about individuals for a range of periods. The basis for our retention periods are based on:

- Statutory obligations
- Contractual obligations
- For reasonable periods after the conclusion of engagements for quality assurance and risk management purposes.

On a case by case basis, records may be retained for longer where required for actual or potential legal actions or the management or mitigation of operational or strategic risks to Cycle Against Suicide. Where records are subject to this kind of 'hold' process, the ongoing retention will be reviewed on an annual basis.

Security

We take our security responsibilities seriously, taking all reasonable steps, including appropriate technical and organisational measures to protect your data. We review our security measures regularly.

If you have reason to believe that your interaction with us is no longer secure, please contact us immediately via email **info@cycleagainstsuiticide.com**

Changes to our privacy statement

Any changes we may make to our privacy statement in the future will be posted on this page. Please check this Privacy Statement occasionally to see any updates or changes to our privacy statement.

Contact

Questions, comments and requests regarding this privacy statement are welcomed and should be addressed to: The CEO, Cycle Against Suicide; info@cycleagainstsuiticide.com