

[The Mendicity Institution Privacy Notice](#)

Introduction

The Mendicity Institution is committed to protecting the personal data of everyone who shares their data with us in the course of our work. This privacy notice outlines how Mendicity collects, processes, uses and stores personal data. It is important to us that all service users, staff, volunteers and supporters of Mendicity feel confident in how we collect and process any personal data they share with us. This notice sets out the basis by which we collect, use and disclose the personal data of our service users, staff, volunteers and donors/supporters, as well as your rights in respect of such personal data.

We aim to ensure that all data gathered and processed by Mendicity is carried out in compliance with legal requirements and with our organizational values and principles. The EU General Data Protection Regulation (GDPR), which was introduced in order to strengthen data protection for everyone in the EU, has been in effect since the 25th of May 2018. This has introduced changes regarding the way that organisations based in the EU collect, store and use personal data. The Mendicity Institution is, for the purpose of the GDPR, the data controller, and can be contacted at the e-mail or postal addresses at the bottom of this notice.

Who We Are

The Mendicity Institution is Dublin's oldest working charity (CHY 834). Since 1818, we have been primarily focused on the provision of a food service and access to employment to those who are homeless, vulnerable and / or socially marginalised.

Who Do We Collect Information From

We collect personal information about service users, staff, volunteers, board members, donors and supporters of Mendicity. We also store details of suppliers, external services and funders. When required to do so, Mendicity obtains and keeps record of consent of individuals on whom we keep and store information on.

Why Do We Collect Certain Information

We collect and process data for a variety of purposes, which largely relates to the services that we offer, and for the day-to-day administration and staffing of the Organisation. We use the information we collect so that we can deliver our services to you.

Examples of where the Mendicity Institution may gather, handle, manage, store, process and use data include:

- Assessing individuals/service users for the core services we offer. This includes gathering and storing:
 - Name
 - Date of birth/age
 - Nationality
 - Marital status
 - Housing status
 - Information regarding one's Legal status and/or Citizenship
 - Address if applicable
 - Languages spoken
 - Employment status and information relating to employment.
 - CV
 - Next of kin
 - Phone number
 - PPS number
 - Email address
 - Gender
 - Information about medical status
 - Information about the nature of appointments (e.g. job search, assistance with accessing emergency accommodation, brief interventions etc.)
- Applications and correspondence in relation to employment, volunteering, Board opportunities with the Mendicity Institution
- Providing HR, payroll and pension administration services. This includes storing employees:
 1. Name
 2. DOB
 3. PPS number
 4. Address
 5. Personnel file.
 6. Gender
 7. Phone number
 8. Email
 9. Garda Vetting disclosure
 10. Next of Kin
- Undertaking Garda Vetting checks for staff, volunteers and Board members
- Providing volunteer/board administration. This includes storing volunteers/Board members:
 1. Name
 2. DOB

3. Address
 4. Phone number
 5. Email address
 6. Next of Kin
 7. Volunteer Agreement
 8. Garda Vetting disclosure
 9. CV / application
- Performing accounting and finance functions
 - Performing record-keeping functions of our services
 - Providing general information, updates, public relations and advocacy of the Organisation's activities
 - Complying with our legal, regulatory, funding and contractual obligations · CCTV footage and recording of the public areas in the Mendicity Institution, in order to protect the staff, service users and members of the public who enter the service.
 - Planning for the future delivery of services to meet the on-going needs of service users.
 - Storing information on suppliers that Mendicity uses for the function of its service, including:
 1. Name of business/supplier
 2. Contact name with the business.
 3. Email
 4. Phone
 5. Bank account details for payment.
 6. Address
 7. Correspondence between suppliers and Mendicity
 8. Contracts
 - Storing information on donors, supporters and followers of Mendicity for the purpose of accounting, updates on Mendicity's services and promotion of upcoming events and news.

All hard copy files and documents containing personal and sensitive information are stored securely in Mendicity, in our private office space upstairs. Only employees of Mendicity have access to these files. Electronic files that contain personal or sensitive information/passwords, are encrypted and/or password protected where possible, on all Mendicity computers and electronic devices. Files containing sensitive and personal information are only shared securely amongst Mendicity employees for the purpose of delivering our core services effectively. These files are compiled, shared and stored in compliance with current Data Protection and GDPR Legislation, and correctly disposed of once the relevant retention period has expired.

Record Keeping, Retention and Reporting

Considering the nature of Mendicity's services, it is crucial that Representatives maintain accurate, truthful, unbiased and up to date records of all relevant information relating to the service. Employees do this through compiling records and information as per internal SOP's. It is required of Mendicity's employees to ensure they record information accurately and efficiently, and report to Management all records and incidents. Please see internal SOP's, Mendicity Health and Safety Statement, and Risk Assessment for more information on record keeping and reporting. Mendicity endeavours to ensure the Organisation only retains information for the required period of time as per GDPR legislation. Mendicity also endeavours to ensure all information and files are adequately stored and shared in compliance with current legislation.

Use of Cookies

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit. Cookies are useful because they allow a website to recognise a user's device. Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. Our website www.mendicity.org, uses cookies to improve user experience and links to our social media pages.

Lawful Basis for Processing Information

Lawful grounds for processing personal data, as set out in Article 6 of the GDPR will be applied to each data set (as set out above), as applicable. The lawful grounds are as follows and at least one will be applied to each data set:

- the consent of the individual.
- performance of a contract.
- compliance with a legal obligation.
- necessary to protect the vital interests of a person.
- necessary for the performance of a task carried out in the public interest.
- Legitimate interests of company/organisation (except where those interests are overridden by the interests or rights and freedoms of the data subject).

Data Processing means performing any operation or set of operations on personal data, including but not limited to:

- a) obtaining, recording or keeping data.
- b) organising or altering the data.
- c) retrieving, consulting or using the data.
- d) disclosing the data to a third party (including publication); and
- e) erasing or destroying the data.

Sharing your Information

We will not share your personal information without your consent, unless allowed by law. Examples of organisations we may share your information with, where appropriate, are:

- Other relative services
- Local Authorities
- Government Departments, including but not limited to, A Garda Síochana, Probation Services and other statutory departments.
- Support agencies
- Health services

Whenever we share your information, we will strive to ensure that your personal information is handled under strictly controlled conditions and in accordance with the requirements of the GDPR. We will not transfer your personal data outside of the EEA without your explicit consent.

Accessing your Information

Under the General Data Protection Regulations individuals can find out if we hold any personal information by making an 'access request'. If we do hold information about you, we will tell you what this is and let you have a copy of it. Under GDPR, you have the right to:

- Information about how and why their personal data is being processed, how long it will be retained for and the right to obtain access to that personal data.
- Receive your request within one month. In the normal course of events, an organisation will be obliged to respond to your access request within one month of receiving the request. However, in certain limited circumstances, the one-month period may be extended by two months (taking into account the complexity of the request and the number of requests). Where an organisation is extending the period for replying to your request, it must inform you of any

extension, and the reason(s) for the delay in responding, within one month of receiving the request.

- Receive this information free of charge. However, if multiple requests are made a charge may be necessary.
- Request the deletion or removal of personal data where there is no longer a reason for the continued processing / storage of data and where consent is withdrawn - Restrict your personal data being processed further than was originally consented to.
- Object to direct marketing and scientific, historical or statistical processing
- Lodge a complaint with the Data Protection Commissioner

If you wish to make an access request, please do so in writing and we will respond to you in accordance with the above-mentioned rights. Requests can be sent to Mendicity's designated Data Protection Officer, contactable at the following:

Head of Operations

The Mendicity Institution 9 Island Street

Dublin 8 D08 KW8H

Email: accounts@mendicity.org

Ph: 01 6773308

Retention of Personal Information

Personal Data will be retained in line with the Mendicity Institution's Data Retention Matrix. If you wish to request a copy of this policy, please do so in writing.

Making a Complaint

If you have any concerns regarding the security of the data that this Mendicity holds on you, you can raise the matter with the relevant staff member as above. However, you can, if you wish, raise the matter directly with the Data Protection Commissioner. Contact details as follows:

Phone: +353 57 8684800 / 1890 252 231

E-mail: info@dataprotection.ie Address: Data Protection Commissioner,

Canal House, Station Road, Portarlinton, R32 AP23

Co. Laois