

The Miscarriage Association of Ireland

GDPR Privacy Policy

Angela Grace
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GDPR Privacy Policy

Revision	Revised By	Changes	Date
1.0	Angela Grace		25/5/2018
1.1	Angela Grace	Add unsubscribe options	7/6/2018

1. The Miscarriage Association of Ireland's approach to privacy

- 1.1 The Miscarriage Association of Ireland is a small voluntary organisation which is operated solely by volunteers. We have reviewed and discussed our policies and procedures around GDPR. This has included the obtaining, processing, retention and security of personal data. As an organisation, confidentiality is and always has been very important to us as we are dealing with people who have suffered a miscarriage which is a very sensitive personal experience.
- 1.2 The Miscarriage Association believe we are adhering to the six core principles of GDPR to the best of our ability as a small voluntary organisation. We endeavour:
- To use personal data fairly, lawfully and transparently
 - To process personal data only for the purpose for which it was obtained
 - To process only personal data that is required to meet our processing objective
 - To ensure we have mechanisms in place to detect and correct personal data errors
 - To only retain personal data for the period for which it is required
 - To ensure all personal data is kept safe, secure, and protected

2. PERSONAL INFORMATION WE HOLD ABOUT YOU

- 2.1 We collect personal information from you in a number of ways:
- When you become a member of our association.
 - When you attend our support group meetings
 - When you contact us by phone for support or information
 - When you contact us by email for support or information
 - When you make an online transaction (membership, donation, sales) to us via our data processors: paypal and idonate
 - When you request our literature via healthbrochures.ie
 - When you send us information for our newsletter
- 2.2 We describe the categories of personal information we collect in more detail below:
- Contact details: such as your name, your email address, your telephone number and addresses associated with your membership.
 - Comments and opinions: such as comments and opinions you share with us regarding your experience of miscarriage for our newsletter or through our info@miscarriage.ie mailbox.
 - Messages to us: messages you send to us such as emails and written correspondence.
 - Payment and transaction information: we keep records of the products and services you purchase from us and your name\email address.
 - We collect information about how you use our website www.miscarriage.ie and our facebook page <https://www.facebook.com/miscarriage.ie> such as the pages and links you access, the time you access the site and duration you are on it.

3. HOW WE USE YOUR INFORMATION

3.1 We will also use your personal information for the purposes specifically described below:

- Contact details: we will use your contact details so that we can communicate with you directly about the products we sell and the service we provide and about queries, issues or concerns you or other users have. We may also use your contact details to send you information about products and services that may be of interest to you.
- Comments and opinions: We will use your comments, opinions, stories only with your approval for our newsletter.
- Payment and transaction information: we only have details of your name and email address which we use for accounts and/or to send purchases or add to our membership database. Only paypal or idonate have information re payments e.g. credit card details, paypal accounts).
- Messages to us: we will use messages you send to us to help us respond to any query, issue or concern you raise.
- Information about how you use and connect to the website and facebook page: we use this information to improve our service and support to you via our online services.

4. THIRD PARTY DATA PROCESSORS

4.1 The Miscarriage Association use a number of third party data processors to assist in providing our services. This is necessary as we are a very small voluntary organisation.

- For membership, sales and donations we use Paypal to process financial information on our behalf.
- For donations and fundraising we use idonate.ie to process financial information on our behalf.
- For distribution of our literature we use healthbrochures.ie (Inform)
- For our website and email hosting we use register365.

For GDPR, we have reviewed the privacy policy of each of our data processors and to the best of our knowledge they are adhering to GDPR guidelines. For further information on any of our data processors, please contact us.

5. STORING, TRANSFERRING AND DELETING YOUR PERSONAL INFORMATION

5.1 The Miscarriage Association ensure that your personal data is stored in a secure way. This includes:

- Encrypting our members database.
- Password protection of our mailboxes.
- Safe storage of any written contact details from our support group meetings and phone calls.

5.2 The Miscarriage Association do not transfer your personal data to any other individual or third party.

- We do not transfer any personal information about you without your explicit approval.

5.3 The Miscarriage Association retain information only for as long as is reasonable and necessary.

- All members records will be deleted after 3 years from the date of last membership renewal.
- All emails will be deleted after 1 year.
- Any information collected at support group meetings or over the phone, will be discarded after 1 year.

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- Any requests to delete personal data will be actioned within two weeks of request and data will be removed from our database and mailboxes accordingly.

5.4 If you no longer want to be contacted by the Miscarriage Association of Ireland, you can opt out at any time. To unsubscribe:

5.4.1 Write to use at: The Miscarriage Association of Ireland, c/o Angela Grace, 28 The Rise, Melrose Park, Swords K67 A314

5.4.2 Email us at: unsubscribe@miscarriage.ie

5.4.3 On our website by clicking the Unsubscribe button.

5.5 Our committee members and volunteers are aware of the guidelines around the use of your personal data.