

## Privacy Policy

**Wildlife Rehabilitation Ireland (WRI)** maintains a database of supporters to stay in touch with our community and keep you updated about news, events, and career initiatives.

We collect and store personal information (or “data”) about you. We are committed to protecting and respecting your privacy and this Policy sets out what information we collect about you, where and how we use (“process”) it. We may change this Policy from time to time. If we make any significant changes, we will advertise this on the website or contact you directly with the information. Please check this page occasionally to make sure you are happy with any changes.

If you have any questions about this Policy or concerning your personal information, please contact [enquiries@wri.ie](mailto:enquiries@wri.ie).

For the purposes of the General Data Protection Regulations (GDPR) and any subsequent EU legislation covering data protection, the Data Controller is WRI.

### What type of personal information do we collect?

The information we have about you depends on where we collect it, but may include:

- First name
- Last name
- Email
- Address
- Photographs
- Gender
- Date of birth
- Years at WRI
- Higher education and work details
- Participation in our events, emails, surveys and other activities
- Geo-location data (your geographical location based on your IP address)
- Log-ins and activity on the website
- A record of payments made via the website (but we do not store your credit/ debit card details as these are processed securely externally by a third-party payment provider) which could include event tickets, shop purchases or online donations
- Consent options and communication preferences
- Content (such as announcements, stories, photos, documents, comments, events, jobs) that you post on this website or provide to us by other means
- Messages that you send to other community members via the direct messaging system when logged in to this website

### Where we collect information from

We collect personal information when you:

- visit this website
- post content on to this website or other websites and social media sites managed by WRI
- take part in an event
- attend a meeting with us and provide us with information
- contact us in any way including online, email, phone, SMS, social media or post
- open an email sent from this website
- send a message via the direct messaging system on this website
- leave WRI and we transfer some basic details about you from the main WRI database into our [alumni] database

## How we use your information

We will use your personal information in a few ways, always with a legal basis for processing your data. These may include:

- providing you with the information or updates that you have asked for
- sending you communications (with your consent if required) that may be of interest, including invites to events, newsletters and working groups.
- delivering our obligations under any contract between us
- seeking your views on the services or activities we carry out, so that we can make improvements
- updating our database records and ensuring we know how you prefer to be contacted
- analyzing your engagement with our website and other content to help us improve our services for you
- running our mentoring programme/ forum activities/ training events

## Our legal basis for processing your information

The use of your information for the purposes set out above is lawful because one or more of the following applies:

- you have given us your consent for the information to be used
- it is necessary for us to hold and use your information to carry out our obligations under a contract entered with you
- it is necessary for our legitimate interests to hold and use your information and we are not impacting your privacy by doing so

## Updating your consent preferences

If we are using consent as our legal basis for processing your data, we must have an explicit “opt-in” from you for this specific type of processing.

If we are using legitimate interests as our legal basis for processing your data, we will process your data responsibly in a way that you would reasonably expect, and you can opt-out at any stage.

If you click ‘unsubscribe’ at the bottom of one of our emails sent you will be automatically opted-out of these types of email communications in the future.

If you want to contact us about your consent preferences please contact [enquiries@wri.ie](mailto:enquiries@wri.ie)

## How we keep your information safe

We understand the importance of keeping your personal information secure and take appropriate steps to safeguard it.

Your data is stored on a dedicated, secure cloud server hosted by Emitech Ltd t/a techstore in the EU and managed by our website provider, LetsHost. Industry-standard firewalls, anti-virus, encryption, and back-up methods are in place, as well as strict data handling protocols.

We always ensure only authorized persons have access to your information, which means only our approved employees and contractors, and that everyone who has access is appropriately trained in data management.

No data transmission over the internet can be guaranteed to be completely secure. So, whilst we strive to safeguard your information, we cannot guarantee the security of any information you provide online, and you do this at your own risk.

## Who has access to your information?

- Third parties who provide services for us, for example collecting or processing data and sending mailings. We select our third-party service providers with care. We provide these third parties with the information that is necessary to provide the service and we will have an agreement in place that requires them to operate with the same care over data protection as we do
- Third parties if we run an event in conjunction with them. We will let you know how your data is used when you register for any event
- Web hosting, email hosting, analytics and search engine providers that enable us to run our community database and improve our website and its use
- Third parties in connection with restructuring or reorganisation of our operations, for example, if we merge with another business. In such event, we will take steps to ensure your privacy rights will be protected by the third party

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Other than this, we will not share your information with other organisations without your consent.

## Keeping your information up to date

Please would you let us know if your contact details change. Online members can update your details directly by logging-in to the website and clicking on 'My Settings' under your profile. You can also update your details by contacting us at [enquiries@wri.ie](mailto:enquiries@wri.ie).

## Cookies

Some information and data may be automatically collected using cookies on this website. Cookies are small text files employed on the website to recognise repeat users and allow us to observe behaviour and compile aggregate data to improve the user-experience we provide for our website visitors.

The law states that we can store cookies on your machine if they are essential to the operation of the website, but that for all others we need your permission to do so.

The list below explains the cookies we use and why:

Cookie Description	Name	Purpose
Session Cookie	WRI_Member_Code WRI_PyroCMS	Used to remember you as you travel from page to page in a single session (without leaving the website) to provide a continuous and unified experience
Functional Cookie	WRI_Identify	Used to remember your login details when you return to the website after previously logging out, by storing them in your browser. This cookie is turned off by default and is only activated when you select the 'Remember Me' check box during login.

## Opting out of cookies

If you do not wish to receive cookies from us or any other website, you should be able to turn cookies off on your web browser: please follow your browser provider's instruction to do so. Unfortunately, we cannot accept liability for any malfunctioning of your computer or its installed web browser because of any attempt to turn off cookies. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **Use of aggregated data**

Where data can be aggregated and anonymised, our website provider, LetsHost might use this for research purposes without restriction. For example, they may monitor traffic patterns, site usage, response rates, and data trends to help make an improvement to the website software. They are entitled to do this because the resulting data will not personally identify you and will therefore no longer constitute personal data for the purposes of data protection laws.

### **How long we keep your information for**

We will hold your personal information for as long as it is necessary for the relevant activity.

Where we rely on your consent to contact you for direct email marketing/ fundraising purposes, we will treat your consent as lasting only for as long as it is reasonable to do so.

If you ask us to stop contacting you, we will keep a record of your contact details and the limited information needed to ensure we comply with your request. If you ask us to remove your personal data from our database, we will delete all the information we hold, apart from your name and the dates that you attended WRI and archive your record in our database.

### **Your rights**

You have the right to request details of how we use your personal information through making a subject access request. Such requests have to be made in writing by contacting [enquiries@wri.ie](mailto:enquiries@wri.ie).

You also have the following rights:

- to request rectification of information that is inaccurate or out of date.
- to the erasure of your information (the “right to be forgotten”).
- to restrict the way in which we are dealing with and using your information.
- to request that your information be provided to you in a format that is secure and suitable for re-use (the “right to portability”).
- in relation to automated decision making and profiling.

All of these rights are subject to certain safeguards and limits or exemptions. To exercise any of these rights, you should contact [enquiries@wri.ie](mailto:enquiries@wri.ie) [Name, email, phone].

If you are not happy with the way in which we have processed or dealt with your information, you can complain to the Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, Ireland. Further details about how to complain can be found [here](#).