



## Privacy Statement for the FLAC Website

### Introduction

This Privacy Statement tells you how FLAC (Free Legal Advice Centres) processes your personal data when you use our website or engage with us on social media. If you use one of our other services, please see the data protection portal on our website for details of how FLAC processes your personal data when you use those services.

In this statement, we outline:

- the types of data we collect
- how we use your data
- your rights in relation to the data we hold about you
- how long we hold your data for
- how to contact us if you have any questions about your data or if you have any complaints.

This statement may be subject to changes from time to time. If we make any changes, we will post those changes here and update the “Last Updated” date at the bottom of this statement. We encourage you to periodically review this notice for the latest information on our privacy practices.

### FLAC is a data controller

We control personal data and this means we are a ‘data controller’. FLAC is the data controller of the types of personal data about people described in this statement.

### Our contact details

Address:                   FLAC (Free Legal  
                                Advice Centres),  
                                85/86 Dorset Street  
                                Upper,  
                                Dublin 1,  
                                Ireland

Phone: 01 8873600

Email: [info@flac.ie](mailto:info@flac.ie)

## About FLAC

FLAC is an independent human rights organisation dedicated to the realisation of equal access to justice. We operate through a company called 'Free Legal Advice Centres', which is registered as a charity (registered charity number CHY6097, place of registration: Dublin, Ireland). Throughout the document references to 'FLAC', 'us', 'our' and 'we' refer to the Free Legal Advice Centres Limited.

## Legislation

We will process all data in line with the relevant data protection laws and principles. These include the:

- General Data Protection Regulation (GDPR)
- Data Protection Act 2018 (DPA).

## Data we collect

The next table outlines the categories and types of data we collect. The types of data we collect may change over time. The table shows you the typical types of data we collect, though the exact types of data we collect will vary, e.g. depending on the information which you provide to us.

**To respond to your queries when you contact us via our website or social media about events, activities, campaigns or services**

Types of Data	Legal Basis
<ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details</li> <li>• Social media username, profile photo</li> <li>• Query details (including any material or documentation you send to us accompanying the query)</li> </ul>	<p>It is necessary for our legitimate interests in operating our website, social media accounts, services and our events, activities or campaigns.</p>

**When you make a once-off donation**

Types of Data	Legal Basis
<ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details</li> <li>• Amount of donation</li> </ul>	<p>Our legitimate interests in receiving donations to support the operation of FLAC, acknowledging receipt of your donation, and providing you with details of how your donation is used through our annual report.</p>

Credit card donations made through the FLAC website are managed using a secure payment system called [Stripe](#). Stripe is responsible for the processing of all credit card data, and only sends FLAC your contact details and the amount of your donation.

**When you set up a regular donation through the Friends of FLAC programme**

Types of Data	Legal Basis
<ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details</li> <li>• Amount of monthly donation</li> </ul>	<p>Our legitimate interests in receiving donations to support the operation of FLAC, acknowledging receipt of your</p>

<ul style="list-style-type: none"> <li>• Bank account details</li> </ul>	<p>donations, and providing you with details of how your donation is used through our annual report.</p>
--	--

When you sign up to one of our mailing lists	
Types of Data	Legal Basis
<ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details</li> <li>• Employer/workplace/organisation</li> </ul>	<p>We rely on your consent when you indicate that you wish to be added to our mailing list.</p>

Undertaking analytics	
Types of Data	Legal Basis
<ul style="list-style-type: none"> <li>• Anonymised usage data collected via cookies</li> <li>• Anonymised data provided by social media providers</li> </ul>	<p>Our legitimate interests in analysing how our website is being used and how users are interacting with our social media accounts</p>

### With whom we share data

We use certain third party IT service providers to support our operations and host the personal data that we process to provide our website and services.

### Keeping your data

We will not hold your personal data for longer than is necessary. We retain your personal data for as long as we need it for the purposes described in this privacy notice, or to comply with our obligations under applicable law and, if relevant, to deal with any claim or dispute that might arise between you and us.

## Your rights

You have the following rights in relation to your data. You can send us a request about any of the rights outlined below. We will do our best to handle your request as soon as possible and within one month. However, restrictions may apply in certain situations.

### Access your data

You have the right to know certain things about how we use your data, including:

- what data we hold about you
- why we hold the data
- how we are using the data.

You also have a right to receive a copy of the data that we hold about you.

When sending us a request, please give us as much information as you can. This will help us to identify the data you wish to access. For example, give specific dates.

### Rectification – correct your data

You have a right to ask us to keep data that we hold about you up to date and accurate.

Where data is inaccurate or incomplete, we encourage you to contact us to have this data corrected. When we receive your request, we will make sure that the data is corrected and as up to date as soon as is reasonably possible.

### ‘Erasure’ – have your data removed from our records

In certain circumstances, you have the right to request us to delete personal data that we hold about you. This is sometimes referred to as the right to be forgotten.

### ‘Object’ – you can object to us using your data

In certain circumstances, you have the right to object to the further use of your data.

### ‘Restriction’ – challenge how we use your data

If you ask us to limit how we use your data, we will do so if the following circumstances apply. You tell us:

- the data we hold about you is inaccurate – we will restrict use of your data until we update it
- FLAC no longer needs the data, but you need it for legal reasons
- you have already lodged an objection to us about using your data and we are still considering your objection.

You may also argue that processing your data is unlawful.

You may be against us deleting your data but ask us to restrict its use instead.

If using your data has been restricted, we will use your data only:

- with your consent
- to establish, exercise or defend legal claims
- to protect the rights of other people
- for reasons important to public interest.

If we agree to restrict your data, we will contact you to confirm that we have carried out your request.

### ‘Portability’ – you can reuse data in more than one organisation

You have the right to request us to provide you, or a third party, with a copy of your personal data in a structured, commonly used machine readable format.

### Right to withdraw consent

If we are storing or using your data and you have given your legal consent for us to do so, you can withdraw your consent at any time.

### Right to complain

If you are unhappy with how we use your data or by our response to any requests by you to exercise your rights, then you have the right to complain to the Data Protection Commission.

### Where to complain

Address	Data Protection Commission
	21 Fitzwilliam Square South Dublin 2
	D02 RD28 Ireland

Webform: <https://www.dataprotection.ie/docs/Contact-us/11.htm>

Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)

## Where do I send requests? Our contact details

If you want to make a complaint or have any queries in relation to your data, please contact us.

Address: FLAC (Free Legal Advice Centres),  
85/86 Dorset Street  
Upper,  
Dublin 1,  
Ireland

Phone: 01 8873600

Email [data@flac.ie](mailto:data@flac.ie)

Please email all your requests to [data@flac.ie](mailto:data@flac.ie) giving us as much detail as possible about the data you require. This will allow us to deal with your request efficiently. To answer your request, we may ask you to prove your identity.

## How long will a request take to complete?

Once we receive your request, we have one month to respond. We may extend this by two further months if needed. If we do need more time to deal with your request, we will contact you about the delay, within one month of receiving your request.

If we refuse your request, we will let you know within one month of receiving your request and tell you why. You are entitled to contact the Data Protection Commission if we refuse your request.

## How much does it cost to submit a request?

We only charge a fee for requests if we think they are unjustified or excessive. If that is the case, we may charge a reasonable fee or refuse the request.

We may also charge if you submit multiple requests or ask for multiple copies.