

Privacy Notice Statement

This privacy statement explains the practices of Limerick Youth Service in relation to the information we collect, store, share or keep about you and other users. Limerick Youth Service complies with EU General Data Protection Directive – GDPR for the collection, use, and retention of personal information from European Union member countries. The Limerick Youth Service respects the privacy of our young people, participants, staff, volunteers and visitors.

By visiting this website, you are accepting the terms of this statement.

A user can access our web site and utilise a number of our services without providing any information to the Limerick Youth Service. We do not, as a rule, collect personal information about you when you visit our site apart from information which you volunteer (for example by e-mailing us or by using our feedback forms). Any information which you provide in this way is not made available to any third parties and is used by us only in line with the purpose for which you provided it. It will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988 & 2003. Your personal data may also be anonymised and used for statistical purposes.

Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of be informed
- Right of access information
- Right of rectification
- Right to erasure
- Right to data portability
- Right to object to processing of personal data
- Right to restriction
- Right to object to automated decision making, including profiling
- Retention of your personal data

Security and performance –

Limerick Youth Service uses a third-party service to help maintain the security and performance of the website. To deliver this service, it logs and records the IP addresses of visitors to the website, dates and times of site visits, the pages visited, type of browser and cookie information. This data is only used to measure the number of visitors to the site and will not be used to identify you.

Cookie Policy

Our website uses cookies to help you in your interactions with the site and enhance your user experience. Cookies are small files placed on your computer's hard drive, or in your browser memory, when you visit Limerick Youth Service website. Our cookies don't store any personal or confidential information about you. To make sure you get the best experience from our website, we advise that users keep cookies active on their machine whilst visiting. [Read more about our Cookie Policy.](#)

Google Analytics

Certain information in relation to web usage is revealed when you visit our website

1. The logical address of the server you are using.
2. The date and time you access our site.
3. The pages you have accessed, and the documents downloaded.

This information is used to find out how many people are visiting our sites and for statistical purposes and also to allow us to improve the information we are supplying. Some of the above information is used to create summary statistics which allow us to assess the number of visitors to the different sections of our site, discover what information is most and least used, inform us on future design and layout specifications, and help us make our site more user friendly.

Email Privacy

We use an anti-virus to encrypt and protect email traffic. When you subscribe to the Limerick Youth Service mailing list, your email address is never shared with any third parties, and you can unsubscribe at any time.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Newsletter

If a user wishes to subscribe to our newsletter, we ask for contact information such as name and email address. Out of respect for our user's privacy we provide a way to opt-out of these communications via the unsubscribe mechanism at the bottom of each email.

Third Party Sites:

Our website may contain links to and from website of our partner networks, and affiliates. If you follow a link to any of these websites, please be aware that these websites have their own privacy policies, and we do not accept any responsibility or liability for these policies.

We use a third-party service, WordPress.com, to publish our website. This site is hosted at WordPress.com, which is run by Automatic Inc.

We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. WordPress requires visitors that want to post a comment to enter a name and email address. For more information about how WordPress processes data, please [see Automatic's privacy notice](#)

General Inquiries, feedback, and Complaints

If you have given us information about yourself and would like copies of that information, or you would like us to correct any factual inaccuracies in that information, or if you would like that information deleted from our records, then please contact us at lys@limerickyouthservice.org. We will use reasonable efforts to supply, correct or delete information about you on our files. We are entitled to charge you a fee for supplying you with copies of information which we hold.

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics to our funding body showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Should you wish to make a complaint, go to our [Resources/Publications page](#) and click on Customer Care to view our Customer Care & Complaint Handbook.

To provide feedback or if you have a general query please go to our [Contact page](#).

If you contact us via social media.

If you send us a private or direct message via social media the message will be stored by the 3rd party. i.e. Facebook. We will not share information you give us with any other organisation unless legally obliged to. Similarly, we will not share the information provided in the message with any other person other than the intended recipient.