

DATA PROTECTION GUIDELINES



The Irish Second-Level Students' Union has developed the below 8 guidelines in line with best practice as determined by the Office of the Data Protection Commissioner.

1. Keep it only for one or more specified and lawful purposes

The ISSU collects information from individuals for a number of limited key purposes.

- Website Cookies - Visitors to ISSU.ie are monitored by cookies that track user behavior. Through analysis this information used to help improve ISSU.ie.
- ISSU.ie Mailing list – The ISSU often emails/texts updates to a database of subscribers who may have attended our events, registered online, and those who purchased an iConnect Card.
- Member schools – during membership proceedings, prospective member student councils supply postal address/email address/telephone/email details to stay in contact with the ISSU.
- Garda vetting – all staff and volunteers supply personal contact details to undergo Garda Vetting in line with the ISSU Child Protection Policy and administered through the Youth Work Garda Vetting Consortium (NYCI). This information is solely used for the purposes of Garda Vetting.
- Non-member schools – often, the ISSU makes contact with non-member schools inviting them to attend events and/or encouraging them to become members
- Online Donations – Names, street addresses, email addresses, phone numbers and credit card details are stored in order to process online donations.
- Parental consent – All minors participating with the ISSU agree to supply emergency contact details and signed parental consent to attend ISSU facilitated events. This information is not used for communication/ mailing lists.
- Contacts – The ISSU works in collaboration with third parties and volunteers. Email addresses and phone numbers are used to maintain communications.

2. Obtain and process the information fairly

The ISSU only store details of users who freely consent to sharing their personal information.

- Website Cookies – First time visitors to ISSU.ie are prompted with a notification about the site's use of cookies.
- ISSU Mailing Lists – Users can opt into the mailing list by either joining via a form on the ISSU.ie website/social media channels or opting-into the mailing list when donating to ISSU.ie or filling in forms on the ISSU.ie website or registering attending an ISSU event or purchasing an iConnect Card. By default, users can opt-out of marketing style communications when supplying their information to the ISSU, or can do so at anytime.
- Online Donations – Users who donate to ISSU do so by clearly agreeing to the ISSU.ie Terms of Service. Users must also opt out of any future email correspondence with the ISSU beyond the emails associated with their initial donation.
- Garda Vetting – staff/volunteers who work with the ISSU supply personal information as specified by Garda Central Vetting Unit.
- Contacts – The ISSU only maintains contact information from individuals who have opened a natural dialogue via email or formally agreed to allow further contact from the ISSU

3. Process it only in ways compatible with the purposes for which it was given to you initially

- Website Cookies – Cookies are only used by ISSU.ie for the purpose of reviewing website analytics.
- Mailing List – Members of the mailing list are never used for any purposes other than the receiving of ISSU updates to which they consented and can opt out at any stage.
- Online Donations – Unless a user has opted into continued email communication with ISSU.ie they will never be contacted directly by any member of ISSU.ie staff
- Garda Vetting – staff/volunteers who supply personal information for the purposes of Garda Vetting shall only be used for this reason.
- Parental consent forms – data is obtained for a point of emergency contact / expressed consent to attend events / media consent (photography at events)

4. Keep it safe and secure

- Website Cookies - The third party software 'Google Analytics' tracks visitor cookies. ISSU.ie does not process them and only the details that Google Analytics provide as standard in their service are viewable by ISSU.ie staff members.
- ISSU Mailing Lists – The ISSU.ie mailing list contact database is stored on the third party Email Provider 'MailChimp' which adheres to the EU Safe Harbour Principles. SMS communications are sent via 'SendMode', with secure password protection.
- Online Donations – ISSU does not, even temporarily, store donor's credit card information. Credit card data is highly encrypted and stored securely with the 'Paypal' payment gateway and all that select ISSU staff members are able to view are the final four digits of the credit card number along with the expiry date. ISSU stores donor names and contact details on a remote server. Access to this information is limited to a select members of staff responsible for Donor management. All transactions and form submissions on ISSU.ie require connections via SSL certificates.
- Contacts – ISSU contacts are stored within the Google Apps suite. In order to view contacts email addresses a registered member of ISSU.ie staff must be logged into their ISSU.ie email account.
- Garda Vetting – a database of names of individuals who processed for Garda Vetting is securely electronically. Paper vetting forms are secured in a restricted access locked cabinet.
- Online forms – all data received through the ISSU.ie website is securely stored with the third party provider 'Jotform' which adheres to the EU Safe Harbour Principles.
- All ISSU digital records are stored securely with the third party provider 'Dropbox' encrypted with 256-bit AES.

5. Keep it accurate and up-to-date

- ISSU Mailing List – Subscribers to the mailing list have the option to unsubscribe at any time. An unsubscribe link is available at the base of every email the ISSU sends list members.
- Online donations – In order to allow donors access to records of their donations, the ISSU will maintain any data for them for up to three years. If after three years the donor has not accessed their account information their details will be permanently deleted from the ISSU database.
- Contacts – Any correspondence that is no longer active after a period of three years will be deleted from ISSU's contacts database.

6. Ensure that it is adequate, relevant and not excessive

- All information collected from individuals by the ISSU is done so for the sole purpose of serving a function.
- No information that is not pertinent to the requirements of the ISSU is stored on file

7. Retain it no longer than is necessary for the specified purpose or purposes

- Information that is collected by ISSU for a specific short-term purpose (e.g. Job applications) is deleted once the short-term objective has been achieved (e.g. Person hired!).
- In cases of subscription services the ISSU provide individuals the means to easily opt out of communications with the ISSU.
- Garda Vetting – a database of names of individuals who processed for Garda Vetting is securely electronically stored for a period of 10 years. Paper vetting forms are held for a period of 6 years as agreed in the ISSU child protection policy
- Parental consent – ISSU requires parental consent (including emergency contact information) for minors attending ISSU events. This information is retained for 1 year following the event.
- For the purposes of financial records ISSU maintains Donor history for up to three years.
- If an individual has information stored on them related to any service provided by the ISSU they may contact the organisation at any time to have all data on themselves permanently deleted.
- Give a copy of his/her personal data to any individual, on request.

While the Irish Second-Level Students' Union adheres to these guidelines in a hardline attempt at protecting personal data, the organization is not under the illusions in respect to privacy of digital information. Circumstances far beyond the control of the ISSU determine who can access information that is stored in guidelines with best practice.

What to do if you have feedback:

Here at the Irish Second-Level Students' Union Ltd., we take your feedback seriously, especially complaints. If you do have a comment about any aspect of our work, you can contact the Irish Second-Level Students' Union Ltd. in writing or by telephone. In the first instance, your comment will be dealt with by our General Secretary in a timely manner.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

General Secretary

Irish Second-Level Students' Union Limited
ISSU 9th Floor
Liberty Hall
Dublin 1
D01 F9K2
Ireland.

Email:

generalsecretary@issu.ie

We are open Monday to Friday 10.00 am to 5.00pm