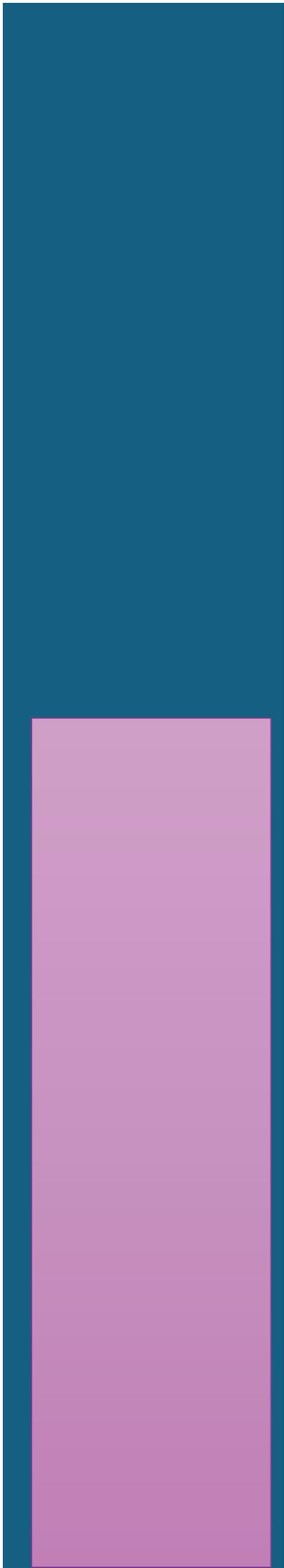




Privacy Statement Version 1.00 February 2026  
effective 01 March 2026



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## 1 Who we are

Reach Deaf Services is in receipt of funding from the Health Service Executive (HSE) for the boarding campus accommodating, where children attending the specialised Holy Family School for the Deaf utilise this service and for Supported Living Services, which support vulnerable Deaf and Deaf Blind adults living in their own homes. Reach Deaf Services directly manages these services and is the trustee of the Holy Family school.

We provide the following services

- Reach Deaf Services Boarding Campus provides services to children and young adults in Boarding Campus.
- Reach Deaf Services Third Level Student Accommodation offer quality, affordable third level student accommodation within the campus at Cabra for Deaf/ (Hard at Hearing) HoH students and/or students studying in the wider area of studies associated with the Deaf/ HoH e.g. students at the Centre for Deaf Studies (Trinity).
- Supported Living Services offers high quality supports, through Irish Sign Language (ISL), to people living in their own homes. We provide the Deaf Community with access to one-on-one support through ISL for daily activities, social and community participation, allowing the people we support to learn and develop the skills and confidence to live independent lives. By supporting people using their preferred language, we aim to provide a quality service by matching the people we support with support workers based on communication and interests to ensure the best possible outcomes
- National Chaplaincy for Deaf People-The National Chaplaincy for Deaf People has been providing pastoral care for Deaf people for over 150 years. There is a strong focus on working with the Deaf community in Dublin, especially the school, residences and the centre for Deaf people in Deaf Village Ireland. There is also a focus on supporting the Deaf Community throughout Ireland through the provision of chaplaincy services that combine spiritual and pastoral care.

Our Mission

*To be a leading organisation, combining our experience, skills and expertise, in the provision of quality services through ISL to enable our service users in the Deaf Community to reach their full potential.*

Reach Deaf Services is committed to protecting the privacy and security of your personal information. This Privacy Statement describes how we collect and use personal information about you during and after your relationship with us. We also provide details, explaining your rights to your personal data.

Throughout this document “we”, “us”, “our” and “ours”, refer to Reach Deaf Services.

It is your responsibility to read the any relevant Terms & Conditions and the Privacy Statement before entering into an agreement with Reach Deaf Services.

## 2 How to contact us

There are many ways you can contact us, including by phone, email, and post. More details can be seen here [www.reachdeafservices.ie](http://www.reachdeafservices.ie)

Deaf Village Ireland  
Ratoath Road  
Cabra  
Dublin 7  
D07 V4KP

Contact Data Protection Officer at [dpo@reachdeafservices.ie](mailto:dpo@reachdeafservices.ie)  
Telephone 01 8300522

### 3 What happens if we make changes to this Privacy Statement

Where changes to this Privacy Statement occur, the updated version will be published on our website and may be communicated directly to individuals through all our communication channels such as email and/or social media platforms. It will also be available in printed form at Reach Deaf Services' two locations, Ratoath Road and Navan Road.

This new version Reference V1.00 02/2026 will come into effect from 01.03.2026 which will replace the Privacy Statement updated 12 September 2020.

### 4 Who we collect data about

We collect and process your personal data only when such data is necessary in the course of providing our services to you. This personal data includes any offline physical data or online data that makes a person identifiable.

You agree to provide only true, complete, and accurate data, and to promptly inform us of any updates or changes.

We process data for the following groups of individuals where it is necessary:

- Adults we support
- Children and Young People
- Short term tenants i.e. third level students
- Parents/Guardians
- Chaplaincy Services
- Advocates regarding people we support
- Visitors on campus

We are the controller for the personal information we process, unless otherwise stated.

### 5 How do we collect information from you?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Enquire about our services
- Commence using our services and complete our application forms
- Request support which may require additional information
- Complete a survey or provide feedback
- Use or view our website via your browser's cookies

- When you communicate with us on social media (if applicable)

Should you have any queries about your data, a member of our staff will explain the purpose why any information is required prior to obtaining the data from you.

## 6 What types of your data we collect?

As part of our services to you, we **may** need to obtain and process personal data as required **where necessary** to provide our services, to give you or your connected person, the best support needed in your (their) situation.

When using our services, we document and maintain records of all your relevant interactions with our staff whether by phone, email, or other communication channels. This includes current and past complaints

Where required we **may** collect your data to report or disclose to the relevant authorities any suspicions about abuse or neglect (as required by the Children First Act 2015 or safeguarding obligations).

We may collect the following types of your data.

### 6.1 People in the Supported Living Service

Category	Description / Data Collected
<b>Basic Contract Information</b>	Name, address, Eircode, phone number (landline and mobile), email, title, gender, Tax Identification Number/PPSN or foreign equivalent, health card, date of birth, signatures, CCTV.
<b>Support Information</b>	Language and communication preferences, support plans, assessments, and outcomes, social circumstances, records of the services and supports provided, safeguarding or incident reports (if required by law).
<b>Health Information</b>	Relevant health information including diagnoses, medications, medical history, audiological information, disability supports, and mental health needs.
<b>Special Categories of Data (per Article 9 GDPR)</b>	Racial or ethnic origin, religious beliefs, philosophical beliefs or data concerning sex life or sexual orientation only if consent is provided.
<b>General (Chaplaincy/Pastoral Support)</b>	Personal data collected when availing of chaplaincy or pastoral support, used solely to provide the required emotional, spiritual, or practical support.

We may need to collect, Decision-Making Supports details -Name and contact details of: Decision-Making Assistant. Co-Decision Maker, Decision-Making Representative (appointed by the court), Designated Healthcare Representative (for advanced healthcare directives), Details of Decision Support Agreements, Details of Co-Decision-Making Agreements, Court Orders appointing a Decision-Making Representative. Name of a ward of court and proof of a ward. Name and proof of power of attorney, Proof of ID.

## 6.2 Parents/Guardians

- Parent's/guardian's name, address
- Email, signature, phone number (landline and mobile), IP address
- proof of ID
- consent, authorisation form.

## 6.3 Children and Young People

Category	Description / Data Collected
<b>Basic Contract Information</b>	Name, address, Eircode, phone number (landline and mobile), email, gender, Tax Identification Number/PPSN or foreign equivalent, medical card, date of birth, signatures, CCTV. Internal reference codes, IP address Names and contact details of parents/guardians.
<b>Support Information</b>	Language and communication preferences, dietary needs cultural information, social identity, physical and physiological needs support plans, assessments, and outcomes, social circumstances, records of the services and supports provided, safeguarding or incident reports (if required by law). Economic situation hard ship funds – document via support and Tusla emergency accommodation.
<b>Health Information</b>	Relevant physical, mental and emotional including diagnoses, medications, medical history, audiological, disability supports, mental health needs.
<b>Special Categories of Data (per Article 9 GDPR)</b>	Racial or ethnic origin, religious beliefs, philosophical beliefs or data concerning sex life or sexual orientation only if consent is provided.
<b>General (Chaplaincy/Pastoral Support)</b>	Personal data collected when availing of chaplaincy or pastoral support, used solely to provide the required emotional, spiritual, or practical support.

## 6.4 Short term tenants

- Your name, address, Eircode, phone number (landline and mobile),
- Email, signatures, CCTV, proof of ID, IP address
- References, financial payments
- Proof of third level registration via college registration letter, PPSN.

## 6.5 Advocates regarding servicer users

- Your name, phone number, email, signatures, CCTV, IP address

## 6.6 Visitors on campus

As part of our services to you, we **may** need to obtain and process personal data as required **where necessary** to provide our services. We may collect the following:

- Your name, phone number, email, signatures, name of person visiting, CCTV, IP address

## 7 When we collect sensitive personal data such as your health data

Sensitive data is known as special categories of data in data protection law. Special categories of data are defined by GDPR as processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation. We may collect the following special categories of data where necessary:

- Relevant health information as we require to provide our services to you
- Your racial or ethnic origin, religious or philosophical beliefs or genetic data, or data concerning your sex life or sexual orientation, only where you consent to provide this information to us

We will process special categories of personal data in the following circumstances:

1. Provision of health or social care services, conducted by our medical professionals where health information is involved *under Article 9(2)(h) of GDPR*.
2. In limited circumstances are listed above, with your explicit written consent.
3. Where we need to carry out our legal obligations and in line with our data protection policy.
4. Where it is needed in the public interest.

In certain instances, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Reach Deaf Services may process sensitive data such as criminal convictions, sensitive personal and/or family issues, provided by you for the purposes of translating or for providing pastorals support to you where you have consented for us to provide this service.

## 8 When we receive your data from a third party

Where is it *necessary* for the service provided, we *may* receive your data indirectly from the following sources:

- Health Service Executive
- Health Professionals engaged to provide you medical care
- Care/Support Professionals engaged to provide you support services
- Nominated persons
- Assigned Parent/Guardian for minors
- Assigned individual's to provide decision support
- Social Workers engaged to provide you with support
- External chaplaincy services
- The Prison Service
- An Garda Siochana
- Family members and/or friend
- Members of the Deaf Community
- Organisations advocating or supporting a person
- External interpreting agencies
- Schools
- Hospitals

## 9 What are the legal bases on which we process your data

### 9.1 Consent

Where you have explicitly agreed to us processing your information for a specific reason such as

- Collecting your data to provide the service, we may require consent for certain special categories as set out in Section 6 *where no other lawful basis exists*
- Parent/Guardian consent to collect personal data on minors availing of our services
- Any individual
  - Photograph or Videos for publication at events and on social media, *where you will be informed in advance of such publication*
- Cookie (see cookie policy)

#### 9.1.1 Right to withdraw consent at any time

Where consent is relied upon as a basis for processing of any personal data, you will be presented with an option to agree or disagree with the collection, use or disclosure of personal data. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. Once consent is obtained, it can be withdrawn at any stage.

### 9.2 Contract

Processing is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract. We will collect your data in order to consider your application for services such as providing accommodation. Where you are availing of contractual services such as accommodation and you have signed up to the contractual terms in our T&C's, it is necessary to process your data for the administration of accounts and payments.

### 9.3 Compliance

We must meet our duties to the Charities Regulator, Health Information and Quality Authority (HIQA) and HSE and comply with our legal obligations.

Where it is *necessary* and proportionate, we may allow authorised people to see our records (which may include information about you) for reporting, compliance and auditing purposes. For the same reason, we will also hold the information about you when you are no longer a service user.

Processing may be necessary for compliance with a legal obligation as amended:

- Charities Regulator obligations (Charities Act 2009 & Governance Code)
- CRO/company law obligations
- Irish Sign Language Act 2017
- HSE Service Arrangement conditions (financial, governance, service quality)
- Children First Act 2015 – safeguarding obligations if working with children
- Infection control and health & safety regulations
- Residential Tenancies Act 2004 and Private Tenancies Act 2023
- Consumer Protection Code.
- Revenue
- Preparing returns to regulators and relevant authorities.
- Complying with court orders arising in civil or criminal proceedings.
- Complying with our obligations under HIQA standards where we operate as a designated centres providing residential services for disabilities, older persons.

- Complying with Assisted Decision-Making (Capacity) Act where you may be vulnerable
- Comply with Ability Supports System (NASS)
- Comply with all other laws and regulations.

#### 9.4 Public interest

The processing of personal data as required by Section 39 by the HSE to deliver services that would otherwise be delivered by the State and any other requirements imposed for public interest.

#### 9.5 Vital interest

The processing of personal data as required in emergencies affecting life or health where the individual is incapacitated to give their consent.

#### 9.6 Legitimate interest

Legitimate Interests means the interests of Reach Deaf Services in conducting and managing our business to enable us to give you the best service and the best and most secure experience. When we process your personal data based on our legitimate interests, we carefully consider the impact on you and uphold your rights under data protection laws to objective where applicable. Our legitimate business interests do not automatically take precedence over yours. We refrain from using your personal data for activities that would negatively impact you unless we have your consent or we are legally required or permitted to do so.

Outlined below are the ways we process your data for our legitimate interests. If you have any concerns about this processing, you have the right to object. For more information on your rights, please refer to the "Your Rights" section below.

Processing of your personal data may be necessary for the purposes of a legitimate interest pursued by us in any of the following:

##### 9.6.1 To develop and execute the strategy

- To develop and implement the current and future strategy. Assess the current and future performance of our services, as this enables Reach Deaf Services to improve its services to the service users. When we survey our you, you may provide us with their details or stay anonymous. When we use the database to analyse service users we do use the service user's name or contact details
- To maintain a suitable budget to fulfil our service commitments.
- By analysing our service user's data, Reach Deaf Services can better understand service user's needs, optimize our offerings, and enhance operational efficiency. This not only helps meet regulatory requirements but also supports Reach Deaf Services' mission.

##### 9.6.2 General operations

- Use of CCTV on our premises to safeguard the safety and security of all resources
- Keep a record of your instructions
- Conduct satisfaction surveys to provide information on the quality of our services
- Use your data to operate Reach Deaf Services' business on a day-to-day basis
- To provide service information (including sending service-related messages)
- To improve Reach Deaf Services service quality
- To enhance the training for our staff.
- To establish, exercise and safeguard our rights, (including where necessary to take enforcement action) and to respond to claims made against Reach Deaf Services.

- To safeguard the safety and security of the employees and you, IT systems and devices, property, buildings, information located or stored on the premises, and assets, and those of service providers, consultants, and advisors that assist Reach Deaf Services in carrying out its functions.
- In the prevention and detection of incidents and accidents
- To keep you informed about the relevant services Reach Deaf Services are currently providing.
- Reach Deaf Services may in the future wish to sell, transfer or merge part or all of its business or assets. If so, we may disclose your personal information under strict duties of confidentiality to a potential charity and their advisers, so long as they agree to keep it confidential and to use it only to consider the possible transaction. If the transaction goes ahead, the new charity may use or disclose your personal information in the same way as set out in this Privacy Statement. You will be informed about any mergers prior to your data being shared

## 10 What happens if you do not provide us with the data if legal basis is contract or compliance

Where lawful basis is a statutory or contractual requirement, you are obliged to provide the personal data. Failure to provide this information may result in us being unable to provide you with the relevant services.

## 11 What is the purpose(s) for processing your data

We will only use your personal information for the purposes for which we collected it unless we reasonably consider that we need to use it for another purpose and that purpose is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the basis which allows us to do so.

### 11.1 Boarding Campus

- To assess support needs and develop support plans. To liaise with parents, guardians, or advocates regarding children or young person's progress.
- To provide accessible communication supports and reasonable accommodations.
- To meet funding and reporting requirements of the HSE and/or Department of Education.
- To comply with legal obligations relating to child protection (Children First Act 2015) and safeguarding vulnerable adults.
- To comply with our reporting requirements to National Ability Supports System (NASS)

### 11.2 Supported Living Services (In-Home Support)

- To assess support needs and develop individual support plans.
- To provide daily living support, personal care, and health-related supports in line with assessed needs.
- To maintain health, medication, and care records in order to deliver safe services.
- To support you manage your finances as guided by your financial support plan
- To communicate effectively with Deaf service users using Irish Sign Language and other accessible formats.
- To liaise with families, nominated persons, healthcare professionals, and other agencies involved in the individual's care.
- To meet regulatory and inspection requirements (e.g., HIQA for residential services).

- To record and manage safeguarding concerns, incidents, and complaints in line with legal and regulatory duties.

### 11.3 Chaplaincy & Pastoral Care Services

- To provide spiritual, religious, and pastoral support to Deaf individuals and their families.
- To respond to the pastoral needs of the Deaf people by making ourselves available to support and liaise with church, statutory and voluntary organisations
- To maintain records of pastoral care requests and ISL visits (e.g. to home, hospitals, prisons).
- To provide a Deaf friendly ISL service.
- To facilitate participation in religious sacraments, services, or rituals, where requested.
- To liaise with other faith or pastoral care providers, where appropriate and consented to.
- To ensure inclusion and accessibility for service users in their chosen spiritual or pastoral activities.

### 11.4 Organisational Purposes

- To manage referrals, applications, and admissions to services.
- To maintain appropriate records for HSE-funded services (public interest and accountability).
- To comply with all safeguarding, child protection, and vulnerable adult protection obligations.
- To ensure effective governance, financial management, and audit compliance.
- To train and support staff to deliver high-quality, accessible services.
- To collect and analyse service data (including anonymised data) for planning, quality improvement, and reporting.
- To communicate with service users and families regarding service updates, events, or opportunities.
- To process complaints, feedback, and investigations fairly and transparently.
- To meet legal and regulatory obligations (data protection law, child protection, employment law, health & safety, HIQA, Charities Regulator).

### 11.5 General

- To provide this website to you and respond to your queries
- To comply with all relevant law
- To manage your safety and security while you are on our premises
- To facilitate the prevention, detection and investigation of crime and the apprehension or prosecution of offenders
- To investigate, exercise or defend incidents, accidents or legal claims or other claims of a similar nature.

## 12 What you need to do when you provide us with third party data

If you are providing personal information on behalf of a third party, ***you must ensure that the third party receives a copy of this Privacy Statement before their personal information is shared with us*** (e.g., Parent, an advocate). Before you disclose general information to us about another person, you should be sure that you have their agreement to do so.

In the event, you are providing health information from a third party to be used as part of our assessment of suitability of this person to avail of our services, *written authorisation confirming* you have provided them with a copy of this Privacy Statement should be provided to us before we can use the third parties' data, in advance of submission of the application *unless* you are the legally responsible person and in such case we will be to review the legal documentation .

You do not need to provide this Privacy Statement in the following situations:

- The individual already has the information
- Obtaining or disclosure such information is expressly laid down in the law to which Reach Deaf Services must comply and which provides appropriate measures to protect the individual's legitimate interests
- Where the personal data must remain confidential subject to an obligation of professional secrecy regulated by law.

### 13 How we protect your data

We collect data in a transparent way and only with the full knowledge of interested parties. Once this information is available to us, the following rules apply.

Our data will be:

- Accurate and kept up-to-date
- Collected fairly and for lawful purposes only
- Processed by us on the basis of either a valid contract, consent, legal compliance or legitimate interest
- Protected against any unauthorised access or illegal processing by internal or external parties

Our data will not be:

- Communicated to any unauthorised internal or external parties
- Stored for longer than required for the purpose obtained
- Transferred to organisations, states or countries outside the European Economic Area without adequate safeguards being put in place as required under Data Protection Law

Our commitment to protect your data:

- Restrict and monitor access to sensitive data
- Develop transparent data collection procedures
- Train employees in data protection and security measures
- Build secure networks to protect online data from cyberattacks
- Establish clear procedures for reporting privacy breaches or data misuse
- Establish data protection practices (e.g., document shredding, secure locks, data encryption, frequent backups either on-premise or the cloud, access authorisation)

### 14 How we use your information for surveys

We would like the opportunity to understand your experiences with us and to monitor the performance and effectiveness of our delivery services to you. We would like to assess the quality of our services. We promise to listen to you and to adapt to the recommendations provided to ensure our service users are receiving the best quality service from use. From time to time, we may conduct satisfaction surveys. Where we do so, we rely on the lawful processing of legitimate interest to enhance our service delivery. A withdrawal option will be provided in all survey communication thereafter.

## 15 How we use Automated Processing or “Analytics”

We do not use any automated processing.

## 16 Who we share your information with

Your personal information may also be processed by other organisations on our behalf for the purposes outlined above. We *may* disclose your information *where necessary* as stated below.

### 16.1 All categories of individuals

We have a legitimate interest to share your personal data with our approved outsourced third-party providers, such as IT Service Providers including Cloud Providers, legal advisors, business advisors, debt collectors, shredding company, security company, printing company, CCTV company, administration services, internal and external auditors, insurers, marketing consultants or subcontractors.

### 16.2 Relevant third parties

We *may* share personal data with certain statutory bodies such as the Department of Health, Department of Education and Department of Social Protection, Tusla, Residential Tenancies Board (RTB) and the appropriate Supervisory Authority if required by law.

We only share your data when necessary for example:

- The HSE, as part of our funding and service reporting
- HIQA, if we operate a regulated service (e.g., residential care)
- GPs, hospitals, or other healthcare professionals involved in your care
- Tusla, HSE Safeguarding Team, or An Garda Síochána, where we are legally obliged to report a safeguarding concern
- Holy Family School for the Deaf
- Residential Tenancies Board
- Therapists involved in your care
- Services to support young people with mental health
- Trainers e.g. complex needs training
- Day services and social workers
- Financial Institutions if we are managing your funds as part of our contractual service to you

## 17 How long we hold your information for

We will only retain personal data for as long as necessary for the purposes for which it was collected as required by law or regulatory guidance to which we are subject or to defend any legal actions. Where possible we record how long we will keep your data. Where that is not possible, we will explain the criteria for the retention period. Unless required to defend a legal claim, we hold your personal data based on the following criteria:

- Legal compliance
- Contractual terms and conditions for the service provided
- Regulatory compliance
- Until consent is withdrawn and the data is no longer needed
- Best practice for example CCTV footage is held for 30 days

## 18 Processing your information outside the EEA

Some third parties we share your data with may be located outside the European Economic Area (EEA). In such cases, your data will receive protection equivalent to Irish standards through measures such as:

- Model Clauses (Standard Contractual Clauses) in our service provider agreements. Copies are available upon request.
- Transfers to countries recognized by the European Commission as having adequate protection.
- The EU-U.S. Data Privacy Framework for U.S. companies
- Transfers under specific derogations outlined in Article 49 of the GDPR, such as when needed to fulfill our contract with you.

## 19 What rights do I have

As an individual, you have important rights concerning how your personal data is handled. At any time, you can:

- Access and review the personal information we hold about you
- Request corrections if your information is inaccurate
- Ask for your data to be deleted when appropriate
- Withdraw your consent for processing your data
- Object to certain types of data processing
- Request that your information be transferred to another organisation
- Be informed about how your data is used and shared, including transfers outside the EEA
- Make a complaint to the Data Protection Commission

These rights are designed to give you control and transparency over your personal data and how it is managed and are set out in detail below.

### 19.1 Erasure

#### When have I the right to all my personal data being deleted by Reach Deaf Services?

You have the right to have your personal data deleted without undue delay if:

- The personal data is no longer necessary in relation to the purpose(s) for which it was collected/processed
- You are withdrawing consent and where there is no other legal ground for the processing
- You object to the processing and there are no overriding legitimate grounds for the processing
- The personal data has been unlawfully processed
- The personal data must be erased so that we are in compliance with legal obligation
- The personal data has been collected in relation to the offer of information society services with a child.

#### What happens if Reach Deaf Services has made my personal data public?

If we have made your personal data public, we (taking account of available technology and the cost of implementation) will take reasonable steps, including technical measures, to inform those who are processing your personal data that you have requested the erasure.

### What happens if Reach Deaf Services has disclosed my personal data to third parties?

Where we have disclosed your personal data in question to third parties, we will inform them of your request for erasure where possible. We will also confirm to you details of relevant third parties to whom the data has been disclosed where appropriate.

## 19.2 Data portability

### When can I receive my personal data in machine-readable format from Reach Deaf Services?

You have the right to receive your personal data, which you provided to Reach Deaf Services, in a structured, commonly used and machine-readable format. You have the right to transmit this data to another organisation without hindrance from Reach Deaf Services to which the personal data have been provided, where:

- processing is based on consent or contract, and
- processing is carried out by automated means.

### Would Reach Deaf Services transfer the personal data to another service provider if I requested this?

We can transfer data to another company selected by you on your written instruction where it is technically feasible, taking account of the available technology and the feasible cost of transfer proportionate to the service we provide to you.

### Under what circumstances can Reach Deaf Services refuse?

You will not be able to obtain, or have transferred in machine-readable format, your personal data if we are processing this data in the public interest or in the exercise of official authority vested in us.

### Will Reach Deaf Services provide me with my personal data if the file contains the personal data of others?

We will only provide you with your personal data, ensuring we protect the rights and freedoms of others. Where personal data of another person may be on the same files as yours, we will redact the full details of the other person.

## 19.3 Automated individual decision-making

### What are my rights in respect of automated decision-making?

We do not conduct automated decisions, if we plan to introduce automated decision we will communicate this to you via an updated Privacy Statement.

## 19.4 Object

### Have I already been informed about my right to object?

We have informed you of your right to object prior to us collecting any of your personal data as stated in our Privacy Statement.

### When can I object to Reach Deaf Services processing my personal data?

You can object on grounds relating to your situation at any time to processing of personal data concerning you which is based on one of the following lawful basis:

- public interest or
- legitimate interest

including profiling based on those provisions.

Reach Deaf Services will stop processing your personal data unless:

- we can demonstrate compelling legitimate grounds for the processing, which override your interests, rights and freedoms or
- the processing is for the establishment, exercise or defence of legal claims.

### What are my rights to object for direct marketing purposes?

Where your personal data is processed for direct marketing purposes, you have the right to object at any time to processing of personal data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing.

Where you object to processing for direct marketing purposes, we will no longer process this data for such purposes.

### What are my rights to object in the use of information society services?

In the context of the use of information society services, you may exercise your right to object by automated means using technical specifications.

## 19.5 Restrict processing

### When can I restrict processing?

You may have processing of your personal data restricted:

- While we are verifying the accuracy of your personal data which you have contested
- If you choose restricted processing over erasure where processing is unlawful
- If we no longer need the personal data for its original purpose but are required to hold the personal data for defence of legal claims
- Where you have objected to the processing (where it was necessary for the performance of a public interest task or purpose of legitimate interests), and we are considering whether our legitimate grounds override.

### What if Reach Deaf Services has provided my personal data to third parties?

Where we have disclosed your personal data in question to third parties, we will inform them about the restriction on the processing, unless it is impossible or involves disproportionate effort to do so.

How will I know if the restriction is lifted by Reach Deaf Services and/or relevant third parties?

We will inform on an individual basis when a restriction on processing has been lifted.

## 19.6 Rectification

What can I do if Reach Deaf Services is holding incorrect personal data about me?

Where you suspect that data we hold about you is inaccurate, we will on request rectify any inaccuracies without undue delay and provide confirmation of same.

What happens if Reach Deaf Services has disclosed my personal data to third parties?

Where we have disclosed inaccurate personal data to third parties, we will inform them and request confirmation that rectification has occurred. We will also provide you with details of the third parties to whom your personal data has been disclosed.

## 19.7 Withdraw consent

Under what circumstances can I withdraw consent?

You can withdraw consent if we are processing your personal data based on your consent.

When can I withdraw consent?

You can withdraw consent at any time.

If I withdraw consent what happens to my current data?

Any processing based on your consent will cease upon the withdrawal of that consent. Your withdrawal will not affect any processing of personal data prior to your withdrawal of consent, or any processing which is not based on your consent.

## 19.8 Lodge a complaint to the Data Protection Commission

Can I lodge a complaint with the Data Protection Commission?

You can lodge a complaint with the Data Protection Commission in respect of any processing by or on behalf of Reach Deaf Services of personal data relating to you.

How do I lodge a complaint?

Making a complaint is simple and free. All you need to do is write to the Data Protection Commission at [www.dataprotection.ie](http://www.dataprotection.ie) giving details about the matter. You should clearly identify the organisation or individual you are complaining about. You should also outline the steps you have taken to have your concerns dealt with by the organisation, and what sort of response you received from them. You should also provide copies of any letters between you and the organisation, as well as supporting evidence/material.

## What happens after I make the complaint?

The Data Protection Commission will then take the matter up with Reach Deaf Services on your behalf.

## 19.9 Access your data

### When do I have the right to access my personal data from Reach Deaf Services?

Where Reach Deaf Services processes any personal data relating to you, you have the right to obtain confirmation of same from us, and to have access to your data.

### What information will Reach Deaf Services provide to me?

If we are processing your personal data, you are entitled to access a copy of all such personal data processed by us subject to a verification process to ensure we are communicating with the correct person. We will provide any of the following information:

- why we are processing your personal data
- the types of personal data concerned
- the third parties or categories of third parties to whom the personal data has been or will be disclosed. We will inform you if any of the third parties are outside the European Economic Area (EEA) or are international organisations
- how your personal data is safeguarded where we provide your personal data outside the European Economic Area or to an international organisation
- the length of time we will hold your data or if not possible, the criteria used to determine that period
- your rights to:
  - request any changes to inaccurate personal data held by us
  - have your personal data deleted on all our systems
  - restriction of processing of personal data concerning you
  - object to such processing
  - data portability
  - your right to lodge a complaint with the Data Protection Commission [info@dataprotection.ie](mailto:info@dataprotection.ie)
- where we have collected your personal data from a third party, we will provide you with the information as to our source of your personal data
- any automated decision-making (which is currently not in place), including profiling which includes your personal data. We will provide you with meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for you.

### What Information is not provided?

- Business information which is not personal data
- If we do not provide you with your personal data, we have an obligation to give reasons why this personal data is being withheld.

### How long will it take to receive my personal data from Reach Deaf Services?

We will provide you with a copy of the personal data we are currently processing within one month of request. In rare situations if we are unable to provide you with the data within one month we will notify you, within one month of your valid request, explaining the reason for the delay and will commit to delivery within a further two months.

#### How much will it cost me to receive my personal data?

We will not charge for providing your personal data unless we believe the request is excessive and the cost of providing your data is disproportionate to the services we provide to you.

#### Can I request additional copies of my personal data?

If you require additional copies, we will charge €20 to cover our administrative costs.

#### Can I receive my personal data electronically?

You can request your personal data by electronic means and we will provide your personal data in a commonly used electronic form if technically feasible.

#### What will Reach Deaf Services do if another person's personal data is shared with my personal data?

We will only provide you with your personal data, ensuring we protect the rights and freedoms of others. Where personal data of another person may be on the same files as yours, we will redact the full details of the other person.