**The Care Trust Privacy Policy**

The Care Trust DAC (The Care Trust, TCT, We, Us, Our) is committed to protecting and respecting your privacy. This policy explains when and why we collect personal information about our Supporters, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

This Policy is kept under regular review. By using our website, you are agreeing to be bound by this Policy. The Care Trust may change this policy from time to time, the most up to date policy is accessible to anyone wishing to review it on our website in the About Us section.

**About The Care Trust**

The Care Trust was incorporated in 1974 and registered as a designated activity company in 2016. The Care Trust is a registered charity, raising funds from the general public on behalf of our charity partners, CRC, Rehab Group, and special charitable projects—all of which provide vital services and support for children and adults. Our Mission is to raise funds and enable innovation, development and enhancement in the services of our charity partners that will make demonstrable differences to the lives, well-being and potential of the people they serve.

**How do we collect personal information from you**

We obtain your information when you become a Supporter through regular and once off contributions, salary deductions, when you enter our prize draws, contact us about fundraising, or contribute via our websites and web applications.

**What type of information is collected from you**

* Personal information we collect might include name, address, email address, and phone number.
* If a Supporter signs up to a monthly direct debit to participate in our prize draws, we collect your full bank account details to process your contributions.
* If you used our website to make a credit or debit card contribution, we may collect your computer’s IP address.
* If you make a contribution online or via a debit card, your card information is not held by us; it is collected by our third-party payment processors (Stripe), who specialise in the secure online capture and processing of debit card transactions, as explained below.

**How your information is used**

We may use your information to:

* Process a recurring direct debit mandate that you have signed up to;
* Process your contribution (on-line contribution, debit card, cash contribution);
* Contact you in relation to your mandate and prize draw entry;
* Deal with entries into the prize draw and notify you, if you’re a prize winner;
* Seek your views or comments on the services we provide;
* Notify you of changes to our services;
* end communications, with your explicit consent, that may be of interest to you; (these may include draw results, information about fundraising activities or other possible methods of contributing to our fundraising effort.)
* Process a job application for those who apply to vacancies.

We review retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil statutory obligations (e.g., the collection of charity tax relief). We hold personal information on our systems only for as long as is necessary for the relevant activity, or as long as is set out in any contract you hold with us. We have a full Data Retention Policy, with a regular process of anonymising and destroying data.

**Who has access to your information**

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (e.g., to print monthly Draw Result Sheets). However, when we use third party service providers, we disclose only information that is necessary to deliver the service and we have a contract in place that requires them to keep information secure.

Please be reassured that we will not release your information to third parties to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, for the purposes of prevention of fraud or other crime.

When you are using our secure websites / web application pages, your contribution is processed by a third-party payment processor who specialises in the secure capture and processing of on-line payment transactions. If you have questions on this, please contact us (details provided below).

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we’re under a duty to disclose or share your personal data to comply with any legal obligation or to enforce or apply our Terms of Service or to protect the rights, property or safety of our Supporters. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

**Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive marketing communications from us about our lottery games and the charity work, we do, you can indicate this when we collect your information.

The Care Trust complies with current direct marketing legislation. That means, we will not contact you for marketing purposes by email or text message unless you have given consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email, or by telephone, using the contact details provided below.

**How you can access and update your information**

The accuracy of your information is important to us. If you change email address, or if any of the other information we hold is inaccurate or out of date, please email us at: [thecaretrust@give.ie](mailto:thecaretrust@give.ie)

Supporters can access, check and update their personal information at any time via TCT’s secure ePortal facility: Visit [www.thecaretrust.ie](http://www.thecaretrust.ie/) and click on to ‘My Care Trust Account’. Use your surname and Supporter ID number (provided with your Welcome Letter) to log in.

At any time, you have the right to request us to rectify or erase your data, to restrict processing of your data or to object to our processing of your data. You also have the right to request us to transmit this data to another controller without hindrance, where technically feasible and if certain conditions are met.

You have the right to ask for a copy of the information The Care Trust hold about you and we will provide this to you in full at no cost, unless multiple copies are required in which case there will be a small administration charge. We undertake to respond to any of the above requests without undue delay and at the latest within one month.

The Care Trust has security precautions in place to protect the loss, misuse or alteration of your information. When you give us personal information, we take steps to ensure that it’s treated securely. Any sensitive information (such as payment details) is encrypted in the SQL servers using a 256-bit AES algorithm. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address, etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites / website applications, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

**Links to other websites**

Our websites / web applications may contain links to websites run by other organisations. This policy applies only to our website‚ so we encourage you to read the privacy statements on other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our site, or if you linked to our website from a third-party site.

**18 Years of Age or Older**

We are concerned to protect the privacy of people under the age of 18. Our Prize Draw rules require all entrants / Supporters to be 18 years or older.

**Profiling and Cookies**

We don’t carry out any profiling of Supporters over and above town-level geo analysis. We have standard Google analytics running on our website which provides demographic analysis that is anonymous and not traceable to individuals.

We use cookies on our website. We provide an alert to the user together with a link to a Cookie Policy.

**Other TCT Policies**

The following documents are available within the Governance section of our website:

* Data Protection Policy including Direct Marketing and Use of Images;
* Supporter Charter and Supporter Care for Draw Entry Policy;
* Feedback and Complaints Policy.

**Contact Details**

[If you have ny questions](mailto:thecaretrust@give.ie) regarding this Policy and our privacy practices should be sent by email to [thecaretrust@give.ie](mailto:thecaretrust@give.ie) or by writing to The Care Trust, College House, 71 – 73 Rock Road, Blackrock, Co Dublin, A94 F9X9. Alternatively, you can telephone 01 2000 060/ LoCall 1800 125 125.

The Care Trust Charity Registration details are: The Care Trust Registered Charity Number: 20043285 CHY Number: 13691.