

## **FAIR PROCESSING NOTICE – Irish Red Cross Migration Communications**

1. The Irish Red Cross ('we', 'us', 'our') is the data controller of information provided to us by you, a person registering your desire to hear from the Irish Red Cross (IRC) Migration Team concerning a specific query and/or to receive regularised informational communications.

We can be contacted through our website at [www.redcross.ie](http://www.redcross.ie), or the following email addresses depending on the nature of your query:

- [migrationcrisis@redcross.ie](mailto:migrationcrisis@redcross.ie) - For all migration-related queries
- [registerofpledges@redcross.ie](mailto:registerofpledges@redcross.ie) - Pledging a property to the Irish Red Cross
- [migrationinfo@redcross.ie](mailto:migrationinfo@redcross.ie) - For information campaigns disseminated by IRC Migration
- [info@communitysponsorship.ie](mailto:info@communitysponsorship.ie) - For all Community Sponsorship-related queries

For queries in relation to how we process your personal data, our Data Protection Officer can be contacted at [dpo@redcross.ie](mailto:dpo@redcross.ie)

2. This notice sets out how the IRC Migration Team processes your personal data in respect to communications you have requested.
  - By **contacting us directly** (e.g. phone, email, post), by nature of your request, you are sharing with us whatever personal data you choose to provide. Any personal information you submit to us is done so with the consent for IRC to review and process your query and it is in the legitimate interest of the organisation to process your data to respond.
  - When you **submit a contact request on our webpages**, you will be requested to provide your name, email, and contact number along with the content of your query/request. Any information you provide is required to understand and

assess your query so we can provide an accurate response with best information available to you.

- **Subscribing to Communications** - The IRC Migration Team provides informational resources, programme updates, and participation opportunities related to IRC programme activities and changes in State policy. To receive such regularised communications, you must register your consent by opting into your preferred communications and your preferred contact details.

In all circumstances, we process your personal data for the purpose of staying in touch with you.

3. We sometimes rely on third-party service providers to assist in our communication activities where these parties act as processors on behalf of the IRC. Please note the below list of service providers and third-party platforms may change over time:

- **Mailchimp** facilitates the distribution of our email campaigns relevant to your subscription preference(s). The platform provides the IRC [information on recipient activities](#) such as open rates, clicks, bounces and subscription preferences to optimize our communications and tailor content to better match your interests. Further information on how MailChimp processes personal data can be found [here](#).
- **Uniquely** is a customer-support service provider who assists the IRC Migration Team with tele-communications (phone, email, SMS text) and physical mailing campaigns. Uniquely's Privacy Policy can be found [here](#).

A third party platform the IRC uses to deliver public webinars is the **Zoom Events Platform**. Although the IRC will host and share event links from this platform, Zoom operates as an independent data controller of event attendees' data when they register. For more information, please see their Privacy Statement [here](#).

4. We rely on the consent you give when you register to receive regularised communications from the IRC Migration Team. Where you have given consent, you can withdraw it at any time by emailing [dpo@redcross.ie](mailto:dpo@redcross.ie).

Additionally, you can manage your subscription preferences at the bottom of Mailchimp-nominated emails received by selecting the 'Click to Unsubscribe' button. Withdrawal of consent does not affect any legitimate processing which took place prior to the withdrawal.

For all inbound queries and requests, the IRC relies on our legitimate interest to respond and address as most appropriate.

5. Please note your personal data will not be held any longer than necessary.
  - For communications you have subscribed to, we will retain your personal data while you remain subscribed or until you withdraw consent.
  - For queries or requests you have issued to the IRC directly, our systems will retain such information in order to comply with relevant legal, contractual, and operational requirements.

The IRC does not sell personal data and your information is always subject to the implementation of appropriate safeguards. Our retention periods have been identified for compliance/regulatory purposes and operational management.

6. For any queries in relation to your data and the Irish Red Cross, please contact [dpo@redcross.ie](mailto:dpo@redcross.ie). The Irish supervisory authority for data protection is the Data Protection Commissioner. If you are dissatisfied with how we process your personal data, you have the right to complain to the DPC as the Irish supervisory authority. General guidance as to how the Commission handles complaints can be accessed [here](#).