

Privacy Policy

Patch Youth CLG (“Patch”, “we”, “our” or “us”) is a non-profit organisation that supports talented young people. Our address is Patch Youth CLG, Dogpatch Labs, The CHQ Building, Custom House Quay, Dublin 1, Ireland.

This Privacy Policy (“Policy”) describes the personal data we collect, how we use and share it, along with details on how you can reach out to us with privacy-related queries.

Patch fully respects your right to privacy. Any personal data we receive will be treated with the highest standards of security and confidentiality. While we have to reserve the right to update this Policy at any time without prior notice, our data processing will always remain fair, transparent, and lawful. This Policy is our public affirmation of how we intend to fulfil that goal.

Scope

This Policy only concerns itself with the processing of data that relates to identified or identifiable individuals (“Personal Data”). You might share Personal Data when using our “Services”: via www.joinpatch.org (our “Site”), our programme application forms, our event signup forms, or other interactions (e.g., customer service queries, participating in our programmes, attending our office hours, mentoring sessions, community events, etc.). If you do not agree with, or are not comfortable with, any aspect of this Policy, you should not use our Services or send us your data.

The data we collect

We collect and receive Personal Data as follows:

- **Identity Data:** information such as your name; address; email address; telephone number; gender; date of birth, age and/or age range; photo/avatar
- **Contact Data:** personal and business contact information, such as postal address, email address, telephone number, or other identifiers used for communication.
- **Special Category Data:** information you voluntarily disclose to use revealing your racial or ethnic identity, health or disability status, sexual orientation or other personal information.
- **Content:** unstructured or free-form content that may include Personal Data (e.g., text, images, photographs, messages, comments, feedback and correspondence), such as information you provide in your responses to surveys, report a problem with our Site, receive customer support or otherwise correspond with us.
- **Financial Data:** information such as bank account details and payment card information.
- **Device/Network Data:** information regarding your interaction with our Site. This includes technical information (e.g., IP Address, MAC Address, SSIDs, etc.), device characteristics (such as browser/OS version), web server logs, browser plug-ins, cookie

data, web beacons, clear GIFs, pixel tags. It also includes practical information like any login information and information about how you use our Site and interact with us.

- **Inference Data:** data such as your preferences for receiving marketing communications and details about how you engage with them, as well as information relating to your demographics and interests.
- **Audio/Visual Data:** recordings such as audio files and records (e.g., voice mails, call recordings), videos and photos.

How we use your data

We will never sell your Personal Data to a third party. We use information about you only in accordance with the purpose for which you provided the information, and any reasonably incidental purpose, in the following ways:

- To ensure that content from our Site is presented in the most effective manner for you and for your computer;
- To provide you with information and Services that you request from us and further information which we feel may interest you if you have agreed to be contacted for such purposes;
- To allow you to participate in interactive features of our service when you choose to do so;
- To notify you about changes to our service;
- To conduct marketing analysis and;
- For administration purposes, and with your permission for marketing purposes.

How we safeguard your data

While no system is absolutely secure, we take every reasonable precaution to protect your data and to respect your privacy. We use the following technologies and measures to help protect your data: encryption, confidentiality agreements, shredding and secure disposal, regular reviews for Personal Data we should delete because it's outdated or unnecessary for the original purpose.

Personal Data may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") where there are appropriate safeguards in place pursuant to Article 46 of the GDPR. It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the provision of Services. By submitting your Personal Data, you agree to this transfer, storing or processing.

How we use data processors

In order to provide our Services, we may rely on processors to process your information, such as payment providers and accommodation providers. Our contracts with these third parties require them to maintain the confidentiality of the personal information we provide to them, only act on our behalf and under our instructions, and not use information for purposes other than the product or service they're providing to us or on our behalf.

You can contact privacy@joinpatch.org to receive a list of processors for your specific situation, what it is that they do, and whether or not they have any access to your Personal Data or if they only handle your data in its encrypted form.

Your data rights

You have rights and choices when it comes to your data. You enjoy certain rights and privileges that are important enough that they get their own section. We'd especially like to draw your attention to your rights to object and to restrict processing.

- If you wish to access, correct, update or request deletion of your Personal Data, you can do so at any time.
- You can object to processing of your Personal Data, ask us to restrict processing of your Personal Data or request portability of your Personal Data.
- You have the right to opt-out of marketing communications we send you at any time. If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them by clicking on the "unsubscribe" or "opt-out" link in the communications we send you. Please note, however, that it may not be possible to opt-out of certain service-related communications. You can let us know at any time if you do not wish to receive marketing messages by contacting us on the Intercom Messenger or by contacting us using the contact details below.
- Similarly, if we have collected and process your Personal Data with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your Personal Data conducted in reliance on lawful processing grounds other than consent.
- You have the right to complain to a data protection authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority. The contact details for all EEA and UK data protection authorities are available [here](#).

If you wish to exercise any of these rights, or if you have any questions about how we use your Personal Data please contact privacy@joinpatch.org.

Younger users

Our Services are not intended for use by anyone under the age of 13 and we do not knowingly collect Personal Data from anyone under the age of 13.

If you are a parent or legal guardian of a child under 13 and believe that your child has provided us with their Personal Data, please notify us via privacy@joinpatch.org and we will delete their data promptly.

Contact us

We welcome any questions, comments, and requests relating to this Policy. Please send them to privacy@joinpatch.org.

Our registered name is 'Patch Youth Company Limited By Guarantee', our company registration number is '733347', and our registered address is 'Dogpatch Labs, The CHQ Building, Custom House Quay, Dublin 1, Ireland'.