

Mandate Trade Union, the Union of Retail, Bar and Administrative Workers Trade Union.

Privacy Notice

Purpose

Mandate Trade Union is committed to protecting and respecting your privacy. It is the organisations aim to try and explain in simple English the purpose of collecting your information, what choices are available to you regarding the use of your data, the security procedures in place to protect your data, and how you can correct any inaccuracies in the information Mandate Trade Union hold about you.

During the lifecycle of your Mandate Trade Union membership Mandate will receive personal data relating to you and your trade union membership and employment and non-employment. The purpose of gathering this data allows Mandate Trade Union provide advice and services relating to your trade union membership. Therefore references to “data subjects” in this notice include any living person whose personal data Mandate Trade Union receives in connection with their trade union membership and the services we provide. This notice sets out Mandate Trade Union uses of this personal data and the disclosures it makes to others and any other third parties.

For the purposes of General Data Protection Regulations (GDPR) the data controller is:

Mandate Trade Union, Head Office, 9 Cavendish Row, Dublin 1.

All queries should be addressed to The GDPR Owner; The General Secretary, Mandate Trade Union, 9 Cavendish Row, D1

Mandate Trade Union would ask you to take time to read this notice carefully as it sets out the basis on which any personal data collected from you, or that you provide to Mandate Trade Union, will be processed by us.

Personal information we collect

Mandate Trade Union will process (collect, store and use) the information you provide in a manner compatible with the EU’s General Data Protection Regulation (GDPR) and will also endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

Mandate Trade Union collect some or all of the following data and process the following personal data:

- **Data subject details** - name, address (and proof of address), other contact details (e.g. email and telephone details), gender, marital status, family details, date and place of birth, employer, job title and employment and unemployment history.PPS numbers when required are processed for the sole purpose of State QQI Training Accreditation.
- **Financial details** - payment card number, bank account number and account details, income and other financial information relating to your financial payment history with the union.
- **Personal sensitive data** - trade union membership.
- **Employment Cases** - information about current and previous employment cases, which may include sensitive data.
- **Legal Aid** – all information relating to any legal aid claim processed on your behalf by our appointed legal agents
-
- **Information on any case which we have processed for you over the last six years to precedent purposes.** Any strike action information taken against your employer for the purpose of strike pay and industrial action engagement
- **Website usage** - details of your visits to our websites, and social media platforms and information collected through cookies and other tracking technologies, including, but not limited to, your IP address and domain name, your browser version and operating system, traffic data, location data, web logs and other communication data, and the resources that you access.

Source of personal data that Mandate Trade Union gather

Mandate Trade Union collect and receive personal data from various sources, including (depending on the service provided):

- Data subjects online or by telephone, or in written correspondence or email.
- Data subjects’ employers or trade or professional associations of which they are a member
- Union application forms and Claim forms for union services and representation purposes.
-
- Related Third parties who we engage with on behalf of members in the provision of trade union services.
- Forms on our Mandate Trade Union website and your interactions with our website (please also see our Cookies Notice) and other social media platforms.

Call Recording and CCTV – Mandate Trade Union does not record incoming and outgoing calls for training, quality and verification purposes. CCTV is utilised at Mandate Trade Union’s offices for security purposes and health and safety reasons.

Other people’s data: As well as collecting personal information about you, Mandate Trade Union do NOT use personal information about other people, for example family members etc. .

How Mandate Trade Union use and disclose your personal data - Legal Basis

In this section, we set out the purposes for which we use personal data, explain how we share the information, and identify the “legal grounds” on which we rely to process the information.

These “legal grounds” are set out in the GDPR, which allows companies and organisations to process personal data only when the processing is permitted by the specific “legal grounds” set out in the GDPR (the full description of each of the relevant grounds can be found in Appendix I).

Please note that in addition to the disclosures we have identified in the table in Appendix II, we will disclose personal data for the purposes we explain in this notice to service providers, legal advisers, and relevant third parties that perform activities on our behalf.

Withdraw Consent

Where you have provided consent this can be withdrawn at any time by emailing us at dataprotection@mandate.ie or write to us at the contact details above. This does not affect the lawfulness of processing based on your consent prior to its withdrawal.

Safeguards

We have in place physical, electronic, and procedural safeguards appropriate to the sensitivity of the information we maintain. These safeguards will vary depending on the sensitivity, format, location, amount, distribution and storage of the personal data, and include measures designed to keep personal data protected from unauthorised access. If appropriate, the safeguards include the encryption of communications via Secure Sockets Layer, encryption of information during storage, firewalls, access controls, separation of duties, and similar security protocols.

Retention of your personal data

Mandate Trade Union will process personal data in accordance with the unions Retention Policy. Mandate Trade Union collect, use, disclose and otherwise process personal data that is necessary for the purposes identified in this Privacy Notice or as permitted by law. If Mandate Trade Union require personal data for a purpose inconsistent with the purposes that was identified in this Privacy Notice, Mandate Trade Union will notify data subjects of the new purpose and, where required, seek data subjects’ consent (or

ask other parties to do so on Mandates behalf) to process personal data for the new purposes.

Our retention periods for personal data are based on business needs and legal requirements. Mandate Trade Union retain personal data for as long as is necessary for the processing purpose(s) for which the information was collected, and any other permissible, related purpose. For example, Mandate Trade Union retain certain transaction details and correspondence until the time limit for claims arising from the transaction has expired, or to comply with regulatory requirements regarding the retention of such data.

Transferring outside the EEA

If Mandate Trade Union transfer personal data to a third party, Mandate will ensure that the recipient (processor or another controller) has provided the appropriate safeguards and on condition that enforceable data subject rights and effective legal remedies for you the data subject are available from them.

Your Rights

Mandate Trade Union facilitate the data subject’s rights in line with the unions Data Protection Policy.

Your rights as a data subject

At any point while Mandate Trade Union are in possession of or processing your personal data, you, the data subject, have the following rights:

- 1. Right of access** – you have the right to request a copy of the information that Mandate Trade Union hold about you.
- 2. Right of rectification** – you have a right to correct data that Mandate Trade Union hold about you that is inaccurate or incomplete.
- 3. Right to be forgotten** – in certain circumstances you can ask for the data Mandate Trade Union hold about you to be erased from our records.
- 4. Right to restriction of processing** – where certain conditions apply you have a right to restrict the processing.
- 5. Right of portability** – you have the right to have the personal data you have provided to Mandate Trade Union transferred to another organisation, in a structured, commonly used and machine-readable format.
- 6. Right to object** – you have the right to object to certain types of processing such as direct marketing.
- 7. Right to object to automated processing, including profiling** – you also have the right not to be subjected to automated processing including profiling.

8. Right to judicial review - in the event that Mandate Trade Union refuses your request under rights of access, Mandate Trade Union will provide you with a reason as to why. You have the right to complain as outlined below.

In order to exercise any of the above rights, please contact us using the contact details set out below.

Complaints and Queries

To submit questions or requests regarding this Privacy Notice or Mandate Trade Union privacy practices, please write to The GDPR Owner at Mandate Trade Union's address below.

**The General Secretary, Mandate Trade Union,
Head Office, 9 Cavendish Row, Dublin 1.**

In the event that you wish to make a complaint about how your personal data is being processed by Mandate Trade Union, you have the right to lodge a complaint directly with The GDPR Owner at Mandate Trade Union and / or the Data Protection Commissioner.

Data Protection Commissioner

Canal House, Station Road, Portarlinton, Co. Laois

Telephone 076 1104 800

Lo Call Number 1890 252 231

Fax 057 868 4757

Email info@dataprotection.ie

Links to third party websites

Our websites may contain links to other third party websites. If you follow a link to any of those third party websites, please note that they have their own privacy policies and that we do not accept any responsibility or liability for their policies or processing of your personal information. Please check these policies before you submit any personal information to such third party websites.

Failure to provide requested information

If Mandate Trade Union are collecting your data to fulfil our duties and responsibilities under our membership contract to you as a union member and if you cannot provide this data the

Consequences of this could mean that Mandate Trade Union is unable or restricted in providing trade union services.

Responsibilities

The GDPR Owner is responsible for ensuring that the Privacy Notice is correct and that mechanisms exist such as having the Privacy Notice on Mandate Trade Unions website [www.mandate.ie] to make all data subjects aware of the contents of this notice.

Appendix I

The legal grounds we may rely on for processing personal data and personal sensitive data

Legal ground	Details
Performance of our contract with you	Processing is necessary for the performance of a contract of membership to which you are party or in order to take steps at your request prior to entering into a contract or fulfilling that contract of membership.
Compliance with a legal obligation	Processing is necessary for compliance with a legal obligation to which we are subject.
For our legitimate business interests	Processing is necessary for the purposes of the legitimate interests pursued by us as a trade union or by a third party, except where such interests are overridden by your interests or fundamental rights and freedoms which require protection of personal data, in particular where you are a child. These legitimate interests are set out next to each purpose.
Your explicit consent	You have given through your union membership your explicit consent to the processing of those personal data for one or more specified purposes. You are free to withdraw your consent, by contacting The GDPR Owner. However, withdrawal of this consent may impact our ability to provide union services.

Appendix II

Purpose of processing	Legal grounds	Disclosures
Membership data, employment and unemployment data, membership subscription data. Proof of union membership as required by law and the provision of services, representation and benefits including communications with members and ex members	Compliance with employment legislation as it relates to trade unions and trade union membership. Proof of union membership where required in law.	Only to third parties in the process of providing trade union service or benefits and representation
General member care, including communicating with members and servicing existing agreements and campaigns	<ul style="list-style-type: none"> • Performance of our membership contract with the members • Legitimate interests (to correspond with member, members on all issues pertaining to Trade Union membership i.e. collective bargaining, legal aid cases, disciplinary actions by your employer and membership grievances etc. 	<ul style="list-style-type: none"> • Only to third parties in the pursuit of general and agreed trade union individual or collective representation, advocacy and campaigning • Membership Financial records are only disclosed to those Mandate staff who have a responsibility to process such records and have a legitimate reason to see such information. Individual members can only access their own financial subscription records on request
Collection, tracking, recording or refunding of union subscriptions, paying on claims, processing and facilitating other payments	<ul style="list-style-type: none"> • Performance of our membership contract with the members, and to ensure that all members are in benefit and credited with all union subscriptions paid by them 	
Case Processing		
Defending or prosecuting legal and employment rights claims and collective claims	<ul style="list-style-type: none"> • Performance of our membership contract with the member • Legitimate interests (to assist our members in assessing and making claims) 	<ul style="list-style-type: none"> • Legal and Employment Experts • Relevant state bodies, e.g. the State Industrial Relations Bodies such as the Labour Court and the Workplace Relations Commission
Complying with our legal or regulatory obligations	<ul style="list-style-type: none"> • Compliance with a legal obligation 	<ul style="list-style-type: none"> • Relevant state bodies • Auditors • Relevant regulators

<p>To make back-ups of your data in case of emergencies, for disaster recovery purposes and for IT maintenance</p>	<ul style="list-style-type: none"> • Processing is necessary to comply with legal obligations 	<ul style="list-style-type: none"> • Relevant service providers
<p>Website activities</p>		
<p>To communicate with you regarding any queries you raise via the website and to keep members informed</p>	<ul style="list-style-type: none"> • Legitimate interests of Mandate Trade Union) 	<ul style="list-style-type: none"> • None
<p>Statistical analysis</p>	<ul style="list-style-type: none"> • Processing is necessary for the purposes of our legitimate interests. This interest is to improve our Membership services via campaigning and collective bargaining 	