

LGBT Support and Advocacy Network CLG (t/a LGBT Ireland)

Privacy Policy

This privacy policy (the “**Privacy Policy**”) is provided by LGBT Ireland (“**LGBT Ireland**”, or “**we**”, or “**our**”, or “**us**”) to explain how we collect, store, use and protect your information via our communication services (including the National LGBT Helpline, Transgender Family Support Line and Instant Messaging Support Service) (collectively the “**Services**”). The Privacy Policy explains our information handling practices when you use our website, interact with the Services or communicate with us directly.

The Privacy Policy is periodically reviewed and might change as our Services update and expand. LGBT Ireland encourages you to review this Privacy Policy periodically.

Purpose

The purpose of this document is to describe LGBT Ireland’s policy regarding the collection and usage of personal data on our Services and our website, www.lgbt.ie.

LGBT Ireland and its agents will protect the information that is gathered on this site as stated in the Privacy Policy. It will not be shared with, bartered, or sold to any third party.

All users agree to be bound by the terms of the Privacy Policy.

How We Treat Your Personal Information

LGBT Ireland considers all information collected on this site to be your information. It will be collected from you when you access our instant messaging service, but will not be shared with, bartered, or sold to any third party.

We take reasonable measures to protect the information you share with us from unauthorized access or disclosure.

By accessing the instant messaging service on the website, your contact information will be securely stored.

You may choose to not supply any personal information to us.

We treat all information as confidential and will not disclose information to any party, save where criminal activity is expressed or people are likely to be exposed to risk. In this instance we reserve the right to contact a third party including the police.

Users of our Services may not share, copy or transmit any information communicated via our Services (including their own information). All content posted and/or published on LGBT.ie website remains the content of LGBT Ireland.

How we Use Your Personal Data

We will not use your Personal Data for purposes other than those purposes described in this Policy or disclosed to you. From time to time, we may request your permission to allow us to share your Personal Data with third parties. You can choose not to share your information with third parties.

When you limit the ways we can use your Personal Data, some or all of the services may not be available to you.

We use your Personal Information for the following purposes:

- **To provide the Services to you.** When you want to use the Services, we require certain information from you. Such information may include your name, email address and phone number. Additionally, other optional types of data we collect include the contents of your issue or concern, your ethnic / racial identity, your sexual orientation, your gender identity and your age. This data is collected to categorise your issue or concern, and this data is only collected with your explicit consent. When you contact us with questions, feedback, concerns, disputes, or issues, we process your Personal Information so we can respond to you and resolve any concerns. If we do not process your Personal Information, we cannot respond to your requests and ensure your continued use of the Services.
- **To send you Service-related communications.** We send administrative or account-related information to you to keep you updated about our Services or inform you of relevant security issues or updates. Without such communications, you may not be aware of important developments to our services.
- **For identification, authentication and security.** We are committed to providing you with a secure experience on our Services. To do so, we process your Personal Information to enhance security, monitor and verify identity or service access, combat spam or other malware or security risks. Without processing your Personal Information, we may not be able to ensure the security of our Services.

Recipients of your Personal Data

Third-party service providers: We will share your information with third-party service-providers who provide services on our behalf. Our platform provider, phone provider and our internet service provider will only process your data for specified purposes and in accordance with our instructions.

Legal purposes: We may be required to share your information in order to comply with and respond to any requests from law enforcement or regulatory agencies.

Security Purposes: We may share your information as we believe necessary, in order to secure and protect the rights, interests, safety, and security of our site, our users, and others against security incidents on or related to the Services.

Harm Prevention: We may share your information as we believe necessary, in order to protect the health and safety of our users or another natural person.

Content Posted

Content posted to the website within the instant messaging service during live discussion will remain the property of LGBT Ireland. Content of live chat sessions may be stored for a short period of time for the purpose of monitoring and training of volunteers and for the monitoring of the quality of the service or for follow up work if someone is deemed to be at risk. Such content will be stored securely and deleted once monitoring is complete and / or issue has been resolved.

How We Treat Your Browser Information

We analyse the log files of our website and Services to better understand the volume of traffic to particular areas of our site. This information helps us to better understand and serve your

information needs. Although we do track the internet address of the domains from which people visit us, our log files do not correlate individual visitors with the pages visited. Therefore, the individual user remains anonymous in our website and Services log files.

Our Use of Cookies

A "cookie" is a marker or an identifier that is entered into the memory of a visitor's browser and is saved to a file for future reference. The Services uses cookies on selected areas of our website as a tool to "remember" information about our visitors so that they do not have to repeatedly enter their personal information onto numerous forms on the site. In the future, cookies will help us tailor our website to the visitor's individual interests.

You can set your browser to notify you when you are sent a cookie so that you can decide whether or not to accept it. Even without a cookie, you can access most information on our website.

Consent

By using our web site, you consent to the collection and use of your personal information by the Services as described in this policy.

Transfers of Personal Data

We do not transfer your data outside of the European Economic Area.

Retention

We will store your personal data only for as long as necessary for the purposes of providing access to our website and the Services to you; as required by law or regulatory guidance to which we are subject, and for the exercise or defence of legal claims that may be brought by or against us.

Your Rights in Relation to Your Personal Data

In certain circumstances, you have the right to request access to, rectification, or erasure of your personal data, or restriction of processing or to object to processing of your personal data, as well as the right to data portability. These rights are not absolute and are subject to restrictions as laid down by law. If you wish to exercise any of these rights, please contact us at info@lgbt.ie.

Complaints

You also have the right to lodge a complaint with the Data Protection Commission (**DPC**) at any time or your local supervisory authority. Contact details of the DPC are available on its website <https://www.dataprotection.ie/>.

We would, however, appreciate the chance to deal with your complaints before you approach the DPC, so please feel free to contact us in the first instance.

Contact Us

If you have any queries relating to this Privacy Policy or our use of your personal data, please contact us via email at info@lgbt.ie, or in writing to:

Adam McBride - Data Protection Officer
LGBT Ireland
80 Dame Street
Dublin 2

Ireland

Changes to this Privacy Policy

LGBT Ireland reserves the right to change this Privacy Policy from time to time at our sole discretion. If we make any changes, we will post those changes here and update the “Last Updated” date at the bottom of this Privacy Policy. However, if we make material changes to this Privacy Policy, we will notify you thereof prior to the change becoming effective.

Last Updated: 3rd June 2025