

Privacy Policy

The Irish Pharmacy Union (“IPU”) understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, and only collect and use your personal data as described in this Privacy Notice. Any personal data we collect will only be used as permitted by law.

IPU is committed to protecting and respecting your privacy. This Privacy Notice tells you about your privacy rights and sets out how we, as a Data Controller, collect, use, process and disclose your personal data relating to your interactions with us.

Please read this Privacy Notice carefully and ensure that you understand it.

1. What Does This Notice Cover?

This Website Privacy Notice applies only to your use of our website. Our site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or

used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

2. What Is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. If you do not provide us with your personal data, we may not be able to provide you with our services or respond to any questions or requests you submit to us via our website. We will tell you when we ask for personal data which is a contractual requirement or is needed to perform our functions or to comply with our legal obligations.

3. What Personal Data Do you collect and how?

Our site collects certain information automatically, including your IP address, the type of browser you are using, and certain other non-personal data about your computer or device such as your operating system type or version, and display resolution. You can remove or reject cookies using your browser or device settings, but in some cases doing so may affect your ability to use our products and services.

4. How Do You Use My Personal Data?

Where we collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reasons for which it was first collected. We will comply with our obligations and safeguard your rights under the relevant Data Protection Legislation at all times.

Below is a summary of the purposes and lawful bases we rely on to use your personal data:

Data Collected	Purposes/activity	Legal basis for processing
Email address and password	To provide you with access to our Members portal on our website.	The processing is necessary to perform a contract with you.
First and last name, Email address, telephone contact details, postal address, Eircode, GMS Number, payment card details.	For access to our webinars and training material/purchasing a training course.	The processing is necessary to perform a contract with you.
First and last name, Email address, telephone contact details.	To contact/respond to members or prospects regarding business services and opportunities.	Your consent.
First and last name, email address, location, phone number, professional qualifications, CV, references, confirmation that you are 18 or older.	To process job applications in our 'Recruitment' section.	Your consent.
IP address, browser type etc.	To assist the proper operation and functionality of our site.	The processing is necessary to support our legitimate interests in managing our business and maintaining website security.

First and last name, email address.	To notify you about changes to our Data Privacy Notice.	The processing is necessary to support our legitimate interests in managing our business (to keep our records updated and to study how website users use our services).
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5. Security and where we store your personal data

We are committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access and use. As effective as modern security practices are, no physical or electronic security system is entirely secure. We have implemented strict internal guidelines to ensure that your privacy is safeguarded at every level of our organization. We will continue to revise policies and implement additional security features as new technologies become available.

Personal data security is essential to us, and to protect personal data, we take the following measures:

- limiting access to your personal data to those employees and third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the relevant Supervisory Authority when legally required to do so;

6. What Are My Rights?

Under the General Data Protection Legislation, you have the following rights, which we will always work to uphold:

- The right to be informed** about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in the 'Contact Us' section.
- The right to access** the personal data we hold about you. 'Contact Us' below will tell you

how to do this.

c) **The right to have your personal data rectified** if any of your personal data held by us is inaccurate or incomplete. It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

d) **The right to be forgotten**, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in the 'Contact Us' section to find out more.

e) **The right to restrict** (i.e. prevent) the processing of your personal data.

f) **The right to object** to us using your personal data for a particular purpose or purposes.

g) **The right to withdraw consent**. This means that, if we relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.

h) **The right to data portability**. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.

i) **Rights relating to automated decision-making and profiling**. We do not use your personal data in this way.

j) **the right to lodge a complaint** with the relevant Supervisory Authority, if you have any cause for complaint about our use of your personal data. We would welcome the opportunity to resolve your concerns ourselves however, so please contact us first, using the details in the 'Contact Us' section.

7. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions:

Service Providers:

Carefully selected companies that provide services for or on behalf of us, such as companies that help us with IT support and website security. These providers are also committed to protecting your information.

Other Parties When Required by Law or as Necessary to Protect Our Services:

For example, it may be necessary by law, legal process, or court order from governmental authorities to disclose your information. They may also seek your information from us for the purposes of law enforcement, national security, anti-terrorism, or other issues that are related to public security. We will challenge any such requests that are not valid.

Other Parties in Connection with Corporate Transactions:

We may disclose your information to a third party as part of a merger or transfer, acquisition or sale, or in the event of a bankruptcy.

Other Parties with Your Consent or at Your Direction:

In addition to the disclosures described in this Privacy Notice, we may share information about you with third parties when you separately consent to or request such sharing. If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the EEA and under the Data Protection Legislation.

8. Retention of your personal data

We will store your personal data only for as long as necessary for the purpose(s) for which it was obtained. The criteria used to determine our retention periods include (i) the length of time we have an ongoing relationship and/or provide our services; (ii) whether there is a legal requirement to which we are subject; and (iii) whether the retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations). Please contact us if you wish to obtain further information concerning our retention periods (see 'Contact Us' below).

9. International Transfers

Your use of our website may from time to time involve the transfer, storage, and processing of your personal data to other countries outside of the European Economic Area. We will take appropriate measures, in compliance with applicable law, to ensure that your personal data remains protected. Such measures include the use of Standard Contractual Clauses to safeguard the transfer of data outside of the EEA.

As stipulated in Part 7 above, we may be requested by law, legal process, or court order from

governmental authorities to disclose your information. IPU also commit that if we are ever compelled by a valid and binding legal request to disclose member/customer data, we will disclose only the minimum amount of data necessary to satisfy the request.

10. Processing of children's' data

The IPU does not provide services for purchase by children, nor do we market to children. If you are under the age of 16, please do not submit any personal information through our website. We encourage parents and legal guardians to monitor their children's internet usage and to help enforce this Privacy Notice by instructing their children never to provide personal information via our website without their guardian's consent.

11. Contact Us

You may request at any time a copy of the personal data held about you and request its correction or deletion. To obtain a copy of this information, please send an email to info@ipu.ie. Upon receipt of your request and within one month we will inform you about the type of personal data we hold about you, the purposes for which we hold it and the possible recipients or types of recipients. In some cases, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

To contact us about anything to do with your personal data, including to make a subject access request, please use the following details (for the attention of Data Protection Contact):

Registered address: Butterfield House, Butterfield Avenue, Rathfarnham, Dublin 14, D14 E126, Ireland.

Email address: info@ipu.ie

Telephone number: +353 1 493 6401

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be posted on our site and you will be deemed to have accepted the terms of the Privacy Notice on your first use of our site following the alterations. We recommend that you check this page regularly to keep up-to-date. This Privacy Notice was last updated on 1st April 2022.

Last updated: 3 May 2022

The Irish Pharmacy Union (IPU) is committed to protecting the privacy of all who use this website, www.ipu.ie (the "Website"). This Privacy Policy has been developed in accordance with our legal obligations to inform you of what information is being collected about you and how this information is used. If you are not happy with this Privacy Policy, you should not use the Website. However, by using the Website, you are consenting to the collection, storage, use and disclosure of your personal information as well as accepting the terms of this Privacy Policy. Any external links to other websites are clearly identifiable as such and the IPU is not responsible for the content or the privacy statements of these websites. If you have any issues or queries relating to such websites, please contact the third party providers directly.

Personal information we collect

- If you are a member of the IPU ("Member") and you log in to the Members' section of the Website, the time and date of log-in is recorded and stored under your username. A Member can be identified by their username.
- Whether a Member or not, if you register to attend an event or course hosted, organised or run by us or you make an online payment, submit a query online, use our online feedback, email us or, as a Member, you renew your membership online, we will collect a variety of information including your name, home and/or business mailing address, email address, home and/or business telephone number, mobile number, pharmacy/business name, IPU membership number, PSI number and credit card information and any other personal data which you volunteer.

Non-personal information we collect

The Website gathers statistical and other analytical information on an aggregate and non-individual specific basis of all visitors (including Members) who visit the Website. This information provides general and not individually specific information such as the number of people who visit the Website, the number of people who return to the Website, what browser they use, what pages on the website they visit, keywords used in search engines, search terms used and where they were before they came to the Website.

How we use personal information

The IPU will process any personal information you provide to us for the following purposes:

- To provide the services and support you require;

- To send you information or other forms of communication that you register for;
- To contact you about or to send you information or materials relating to or arising from events or courses that you register for;
- To customise the content and information you receive and our communication with you;
- Collect and refund money and deal with complaints and queries relating to any payments and refunds;
- To respond to any feedback or queries submitted by you to the IPU; and/or
- Conduct research and analysis.

How we use non-personal information

Non-personal information will be used to get an understanding of where visitors to the Website come from. This information helps the IPU monitor traffic on the Website so that it can manage the Website's capacity and efficiency. It also helps the IPU to understand which parts of the Website are most popular and generally to access user behaviour and characteristics in order to measure interest in and use of the various areas of the Website, as well as to improve the Website and enhance your online experience.

The use of cookies

A "cookie" is a piece of data stored by a web server on your computer when you visit a website; it is a small text file which is downloaded to your computer or mobile device when you visit a website. The Website uses cookies to distinguish you from other users of our Website.

The IPU uses cookies to (a) store information for Members who have logged in to the Website, e.g. username and password, and (b) compile aggregate and non-individual specific information about visitors to the Website. This helps the IPU to provide you with a good experience when you browse the Website and also allows the IPU to improve its site. [Click here](#) to read our Cookies Policy.

Browsers are initially set up to accept Cookies but you can reset your browser to erase or block such technologies. However, doing this may affect your ease of use of the Website.

Disclosure to third parties

The IPU will disclose your personal information and non-personal information to the third party that operates and develops the Website but only to the extent necessary to provide these services. However, if through the Website you access a Website of a third party, you are subject to the terms & conditions and privacy policy of that third party and the IPU encourages you to review such terms and conditions and privacy policy.

The IPU will also disclose your personal information in response to a valid, legally compliant request by a competent authority or in response to a court order or otherwise in compliance with any applicable law, regulation, legal process or enforceable governmental request or other statutory requirement; to enforce the Terms & Conditions including the investigation of potential violations thereof; to detect, prevent or otherwise address fraud, security or technical issues; or to protect against imminent harm to the rights, property or safety of the IPU, its users or the

public as required or permitted by law.

If new and unanticipated uses, not previously disclosed in this Privacy Policy, become apparent, the IPU will obtain your consent prior to using your personal information for those new purposes.

Update, correct and delete personal information

You may amend, update or delete your personal information at any time by contacting the IPU by email at info@ipu.ie; or in writing to the Irish Pharmacy Union, Butterfield House, Butterfield Avenue, Dublin 14. The IPU will not retain your personal information any longer than is necessary for the purposes associated with the Website.

You are also entitled to be provided with details of the personal information which the IPU holds about you. To request a copy of this information, a request must be made in writing giving details with which the IPU can identify you along with an administration fee of €6.35 (payable by cheque to “*Irish Pharmacy Union*”). Information will be furnished within 40 days of receipt of the written request. Any request should be made to Ms Aoibheann Ní Shúilleabháin, Irish Pharmacy Union, Butterfield House, Butterfield Avenue, Dublin 14.

Security of personal information

The nature of the internet is such that the IPU cannot guarantee the security of any information you transmit to the IPU. No transmission over the internet can be guaranteed to be 100% secure. However, the IPU will take all appropriate measures (including appropriate technical and organisational measures) to protect against unauthorised access to, alteration of, disclosure of or destruction of your personal information.

Contact details

If you have any queries, please contact the IPU by email at info@ipu.ie, by telephone at 01 493 6401 or in writing to the Irish Pharmacy Union, Butterfield House, Butterfield Avenue, Dublin 14.

Notification of changes

The IPU may revise this Privacy Policy from time to time and reserves the right to do so. Any changes will be posted to this policy. It is understood that by continuing to use the Website, you accept these changes.

Last updated: 21 December 2017