

Kilrush Credit Union Ltd.

Privacy Notice

Credit Union Contact Details	
Address	Kilrush Credit Union Ltd
	Credit Union House
	Market square
	Kilrush
Phone	065 9051242
Email	membership@kilrushcreditunion.ie

Data Protection Officer Contact Details	
Name/Title	Data Protection Officer
Phone	065 9051242
Email	dpo@kilrushcreditunion.ie

Kilrush Credit Union Ltd. is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information about you during and after your relationship with us.

This Privacy Notice is to provide you with information regarding the processing of information about you for account-related purposes and other general purposes. If you apply for a loan with us, we will provide you with our Lending Privacy Notice to take account of further processing that may be necessary.

Purpose of Data Collection, Processing or Use

A credit union is a member-owned financial cooperative, democratically controlled by its members, and operated for the purpose of promoting thrift, providing credit at competitive rates, and providing other financial services to its members. Data collection, processing, and use, are conducted solely for the carrying out the abovementioned objectives.

What personal data do we use?

We may collect, store, and use the following categories of personal information about you:

- Personal Contact Information: Your name, address, date of birth, email, telephone number,
- Financial data, : account details, transaction data, Salary
- Contract data: details of the credit union products you hold with us,
- identification documents, , occupation, accommodation status, mortgage details, previous addresses, spouse, partners, nominations, Tax Identification/PPSN numbers, , interactions with credit union staff and officers on the premises, by phone, or email, current or past complaints,
- CCTV footage
- Telephone recordings.

We need all the categories of information in the list above to allow us to identify you, perform our contract with you, contact you, and to comply with our legal obligations.

Why we process your personal data

- To open and maintain an account for you;
- To meet our obligations to you under the Credit Union's Standard Rules
- To contact you in respect of your account and any product or service you avail of; and
- To comply with our legal obligations, for example anti-money laundering, to identify connected borrower

How we use sensitive personal data

"Special categories" of sensitive personal data require higher levels of protection. We need to have further justification for collecting, storing, and using this type of personal information. We may process special categories of personal data in the following circumstances:

- We may collect, store and use "special categories" of sensitive personal information like information about your health, including any medical condition for the purposes of providing Loan Protection Insurance (See information on [Loan protection Insurance](#) for further details). For this processing, we rely on Section 50 of the Data Protection Act 2018,
- Where we are not permitted to rely on this legal basis for processing your sensitive personal data we will seek your explicit consent.
- Where this information is needed in the public interest Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Recipients of Your Personal Data – Third Parties

In the course of providing our services to you, complying with legal obligations or pursuing our legitimate interests, we may share your personal data with the following categories of recipients:

- third parties with whom: (i) we need to share your information to facilitate transactions you have requested, and (ii) you ask us to share your information;
- service providers who provide us with support services to enable delivery of our services;
- statutory and regulatory bodies and law enforcement authorities;

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal data in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes unless they are deemed to be controllers in their own right. We only permit them to process your personal data for specified purposes and in accordance with our instructions. Information shared with third parties will be anonymised where possible. The recipient of the information will also be bound by confidentiality obligations.

If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

Change of purpose

You can be assured that we will only use your data for the purpose it was provided and in ways compatible with that stated purpose. If we need to use your personal information for a different purpose, we will notify you and we will explain the legal basis which allows us to do so.

Data Retention Periods

We will only retain your personal data for as long as necessary to fulfil the purpose(s) for which it was obtained, taking into account any legal/contractual obligation to keep it. The retention periods and the criteria for this retention period is documented in our Retention Policy. Once the retention period has expired, the respective data will be permanently deleted. Please see our retention periods below.

- **Accounting records** required to be kept further to the Credit Union Act, 1997 (as amended) must be retained for not less than six years from the date to which it relates.
- The Criminal Justice (Money Laundering and Terrorist Financing) Act 2010, as amended require that certain documents must be retained for a period of five years after the relationship with the member has ended.
- We keep **income tax** records for a period of six years after completion of the transactions to which they relate.
- **CCTV footage** which is used in the normal course of business (i.e. for security purposes) for one month.
- **Telephone recordings** are kept for one year

Transfers to third-countries

We do not currently transfer data to countries outside of the EU/EEA.

Updates to this notice

We will make changes to this notice from time to time, particularly when we change how we use your information, and change our technology and products. You can always find an up-to-date version of this notice on our [website](#) or you can ask us for a copy.

Our use and sharing of your information

We will collect and use relevant information about you, your transactions, your use of our products and services, and your relationships with us. We will typically collect and use this information for the following purposes:

**Fulfilling contract**

This basis is appropriate where the processing is necessary for us to manage your accounts and credit union services to you.

Administrative Purposes: We will use the information provided by you for the purpose of assessing and processing your application, and to maintain and administer any accounts you have with the credit union.

Third parties: We may appoint external third parties to undertake operational functions on our behalf. We will ensure that any information passed to third parties conducting operational functions on our behalf will do so with respect for the security of your data and will be protected in line with data protection law.

Irish League of Credit Unions (ILCU) Affiliation: The ILCU (a trade and representative body for credit unions in Ireland and Northern Ireland) provides professional and business support services such as marketing and public affairs representation, monitoring, financial, compliance, risk, learning and development, and insurance services to affiliated credit unions. As this credit union is affiliated to the ILCU, the credit union must also operate in line with the ILCU Standard Rules (which members of the credit union are bound to the credit union by) and the League Rules (which the credit union is bound to the ILCU by). We may disclose information in your application or in respect of any account or transaction of yours from the date of your original membership to authorised officers or employees of the ILCU for the purpose of the ILCU providing these services to us.

The Privacy Notice of ILCU can be found at www.creditunion.ie

The ILCU Savings Protection Scheme (SPS): We may disclose information in any application from you or in respect of any account or transaction of yours from the date of your original membership to authorised officers or employees of the ILCU for the purpose of the ILCU providing these services and fulfilling requirements under our affiliation to the ILCU, and the SPS.

Insurance: As part of our affiliation with the ILCU, we purchase insurance from ECCU Assurance DAC (ECCU), a life insurance company, wholly owned by the ILCU. To administer these insurances we may pass your information to ECCU and it may be necessary to process 'special category' personal data about you. This includes information about your health, which will be shared with ECCU for the purposes of our life assurance policy to allow ECCU to deal with insurance underwriting, administration, and claims on our behalf. Further information can be found in our lending privacy notice.

Electronic Payments: If you use our electronic payment services to transfer money into or out of your credit union account or make payments through your debit card into your credit union account, we are required to share your personal data with our electronic payment service provider Danske Bank.

Debit or Charge Card: If you have a debit, or prepaid card with us, we will share transaction details with companies which help us to provide this service



Legal Duty

This basis is appropriate when we are processing personal data to comply with an Irish or EU Law.

Tax liability: We may share information and documentation with domestic and foreign tax authorities to establish your liability to tax in any jurisdiction. Where a member is tax resident in another jurisdiction the credit union has certain reporting obligations to Revenue under the Common Reporting Standard. Revenue will then exchange this information with the jurisdiction of tax residence of the member. We shall not be responsible to you or any third party for any loss incurred as a result of us taking such actions.

Under the "Return of Payments (Banks, Building Societies, Credit Unions and Savings Banks) Regulations 2008" credit unions are obliged to report details to the Revenue in respect of dividend or interest payments to members, which include PPSN where held.

Regulatory and statutory requirements: To meet our duties to the Regulator, the Central Bank of Ireland, we may allow authorised people to see our records (which may include information about you) for reporting, compliance and auditing purposes. For the same reason, we will also hold the information about you when you are no longer a member. We may also share information with certain statutory bodies such as the Department of Finance, the Department of Social Protection and the Financial Services and Pensions Ombudsman Bureau of Ireland if required by law.

Compliance with our anti-money laundering and combating terrorist financing obligations: The information provided by you will be used for compliance with our customer due diligence and screening obligations under anti- money laundering and combating terrorist financing obligations under the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010, as amended.

Audit: To meet our legislative and regulatory duties to maintain audited financial accounts, we appoint an external auditor. We will allow the external auditor to see our records (which may include information about you) for these purposes.

Nominations: The Credit Union Act 1997 (as amended) allows members to nominate a person(s) to receive a certain amount from their account on their death, subject to a statutory maximum. Where a member wishes to make a nomination, the credit union must record personal data of nominees in this event.

Incapacity to Act on your account: The Credit Union Act 1997 (as amended) provides, in the circumstances where you become unable to transact on your account, due to a mental incapability and no person has been legally appointed to administer your account, that the Board may allow payment to another who it deems proper to receive it, where it is just and expedient to do so, in order that the money be applied in your best interests. In order to facilitate this, medical evidence of your incapacity will be required, which will include data about your mental health. This information will be treated in the strictest confidentiality.

**Legitimate interests**

A legitimate interest is when we have a business or commercial reason to use your information. Even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

CCTV: We have CCTV installed on the premises with clearly marked signage.

Our legitimate interest: It is necessary to secure the premises, property herein and any staff /volunteers/members or visitors to the credit union.

Voice Recording: We record phone conversations both incoming and outgoing for the purpose of verifying information and quality of service and staff training.

Our Legitimate interest: To ensure a good quality of service, to ensure that correct instructions were given or taken, and to quickly and accurately resolve any disputes that may arise.

Data Analytics: We perform data analytics on our products and members to allow us to understand how our members interact with us, what products and services members avail of and to develop new products and services. Data analytics could include personal data, and special category data such as medical information. Aggregate reports are used for these purposes where individuals are not identifiable.

**Your consent**

We will only carry out processing which is based on your consent and will cease processing once you withdraw such consent

Marketing and Market Research

To help us improve and measure the quality of our products and services we undertake market research from time to time. This may include using the Irish League of Credit Unions and/or specialist market research companies.

Art Competition

This credit union is involved with the Art competition in liaison with the ILCU. Upon entry, you will be given further information and asked for your consent to the processing of personal data. Your personal information is processed, only where you have given consent. Where the person providing consent is below 16 then we ask that the parent/legal guardian provide the appropriate consent. A separate privacy notice is included in all Art Competition entry forms.

Schools Quiz

This credit union is involved in the Schools Quiz in liaison with the ILCU. The Schools Quiz is open to entrants aged 4 to 13. Upon entry, parent/legal guardians will be given further information and asked for their consent to the processing of their child's personal data. This information is processed, only where consent has been given. Where the person providing consent is below 16 then we ask that the parent/legal guardian provide the appropriate consent. A separate privacy notice is included in all School Quiz entry forms.

Your Marketing Preferences

From time to time, we would like to inform you of goods, services, competitions, and/or promotional offers available from us, that might be of interest to you. We may use Email, phone, SME or post.

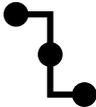
As mentioned above Kilrush Credit Union Ltd. will only send marketing materials to you where you have explicitly consented to such communications, by a clear "opt-in" on your part.

You have a right to notify us free of charge at any time that you wish to refuse such marketing by contacting us or by using the "opt-out" options in any marketing message, we send you.

Please contact us directly should you wish to change or withdraw your consent.

Your Rights

The following are your rights in connection with your personal data.

	To find out whether we hold any of your personal data and if we do to request access to that data and to be furnished a copy of that data. You are also entitled to request further information about the processing.
	Request correction: of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you rectified.
	Request erasure: of your personal information. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below). There may be legal reasons why we cannot erase your data, and we will inform you of these if they apply.
	Object to processing: of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
	Request the restriction of processing: of your personal information. You can ask us to suspend processing personal data about you, in certain circumstances.
	Where we are processing your data based solely on your consent you have a right to withdraw that consent at any time and free of charge.
	Request that we: a) provide you with a copy of any relevant personal data in a reusable format; or b) request that we transfer your relevant personal data to another controller where it's technically feasible to do so. <i>Relevant personal data</i> is personal data that: You have provided to us or which is generated by your use of our service, which is processed by automated means and where the basis that we process it is on your consent or on a contract that you have entered into with us.

Post

Data Protection Commission
6 Pembroke Row
Dublin 2
D02 X963

Telephone

+353 (0)1 765 0100
1800 437 737

E-mail

info@dataprotection.ie

Please note that the above rights are not always absolute and there may be some limitations

If you want to access and/ or receive copies of any of your personal data, or if you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data. You may request that we send you or a third party a copy your relevant personal data in a reusable format please contact our Data Protection Officer in writing using their contact details above.

There is no fee in using any of your above rights, unless your request for access is clearly unfounded or excessive. We also reserve the right to refuse to comply with the request in such circumstances.

We may need to verify your identity if we have reasonable doubts as to who you are. This is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Ensuring our information is up to date and accurate. We want the service provided by us to meet your expectations at all times. Please help us by telling us straight away if there are any changes to your personal information. If you wish to avail of either of these rights, please contact us using our contact details at the top of this document.