**Creative Europe Desk Ireland - MEDIA Office Galway - Privacy Statement**

At Creative Europe Desk Ireland – MEDIA Office Galway, we are committed to protecting and respecting your privacy.

This Privacy Statement will let you know how we look after your personal data with regard to your use of this website and in the context of receiving marketing communications from us. It also informs you as to our obligations and your rights under data protection law.

Click on the headings below to find out more about how we collect and process your personal data in connection with your use of this website and for marketing purposes:

* [Who is responsible for your personal data?](#Responsible)
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1. **Who is responsible for your personal data?**

For the purposes of the EU General Data Protection Regulation (EU Regulation 679/2016) (the “**GDPR**”), Creative Europe MEDIA is the data controller with regard to the personal data described in this Privacy Statement.

“**Data controllers**” are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed, who/which make independent decisions in relation to the personal data and/or who/which otherwise control that personal data.

If you have any questions about this policy or about our data protection compliance please [contact](#contact) our Privacy Manager.

1. **What personal data do we collect?**

“**Personal data**” means any information relating to an identified or identifiable natural person. Personal data can be factual (for example, a name, address or date of birth) or it can be an opinion about that person, their actions and/or behaviour.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

* ***Identity Data*** includes first name, last name, title,
* ***Contact Data*** includes email address and telephone numbers.
* ***Technical Data*** includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
* ***Usage Data*** includes information about how you use our website,
* ***Marketing and Communications Data*** includes your preferences in receiving marketing from us and our third parties and your communication preferences.
1. **How do we collect your personal data?**

We collect your personal data as follows:

* ***Direct interactions***. You may give us your Identity and Contact details by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
* make an enquiry with regard to our services;
* request information to be sent to you;
* Send us a draft Application Form for comments;
* Sign up to our Newsletter;
* Sign up for one of our events;
* Provide us with feedback;
* Request payment of invoices.
* ***Automated technologies or interactions***. As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our cookie policy [here](http://www.creativeeuropeireland.eu/info/privacy) for further details.
* ***Third parties or publicly available sources***. We may receive personal data about you from various third parties and public sources as set out below:
* Technical Data from the following parties:
* analytics providers such as Google based outside the EU.
* ***Identity and Contact Data*** from publicly availably sources [such as IMDB and IFTN)
1. **For what purposes do we process your personal data and what is our legal basis?**

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so.

|  |  |  |
| --- | --- | --- |
| **Purpose/Activity** | **Type of data** | **Lawful basis for processing**  |
| To enter you onto our mailing lists where you have requested to be added | (a) Identity(b) Contact(c) Marketing and Communications | Consent |
| To manage our relationship with you which will include:(a) Notifying you about changes to our terms or privacy policy(b) Asking you to provide feedback or take a survey | (a) Identity(b) Contact(c) Profile(d) Marketing and Communications | Consent |
| To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data) | (a) Identity(b) Contact(c) Technical | (a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)(b) Necessary to comply with a legal obligation |
| To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you | (a) Identity(b) Contact(c) Profile(d) Usage(e) Marketing and Communications(f) Technical | Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy) |
| To use data analytics to improve our website, products/services, marketing, customer relationships and experiences | (a) Technical(b) Usage | Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy) |

Where we rely on consent as a legal basis, you may withdraw consent at any time by [contacting us](#contact).

Withdrawal of consent shall be without effect to the lawfulness of processing based on consent before its withdrawal.

We use cookies to facilitate the use of our website. For detailed information on the cookies we use and the purposes for which we use them, see our cookie policy here.

1. **Do we share your personal data with anyone else?**

We may share your personal data with the following parties in connection with our processing of your personal data:

|  |  |
| --- | --- |
| Third party  | Reason for sharing data |
| Create Send (Campaign Monitor)  | The service provider allows us to send you email communications and alerts us if you request to be removed from our mailing lists  |
| Cloud service provider | We store our document management system and backups on the cloud and so your personal details will be stored on our secure cloud storage system.  |
|  |  |

We require all third parties to enter into a data processing agreement with us which complies with our obligations under the GDPR. This agreement requires third parties to have appropriate security systems in place and only to use your personal data on our instructions and in accordance with data protection law.

1. **Keeping your personal data secure**

We take appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data. We limit access to your personal data to those employees, agents and other third parties who are required to have access to your personal data and where they have agreed that they are subject to a duty of confidentiality.

We have put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. We have procedures in place to deal with actual and suspected data breaches which include an obligation on us to notify the supervisory authority and/or you, the data subject, where legally required to do so.

1. **For how long do we keep your personal data?**

Your personal data will be deleted when it is no longer reasonably required for the purposes described [above](#purposes) or you withdraw your consent (where applicable) and we are not legally required or otherwise permitted to continue storing such data.

Where you ask to be unsubscribed from marketing communications we may keep a record of your email address and the fact that you have unsubscribed to ensure that you are not sent any further emails in the future.

Further details on how long we retain personal data are contained in our retention policy which you can request from us by [contacting us](#Contact).

1. **Your data protection rights**

Under certain circumstances, by law you have the right to:

* **Request information** about whether we hold personal information about you, and, if so, what that information is and why we are holding/using it.
* **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
* **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
* **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information 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 information where you have exercised your right to object to processing (see below).
* **Object to processing** of your personal information 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 information for direct marketing purposes.
* **Object to** **automated decision-making** including profiling, that is not to be the subject of any automated decision-making by us using your personal information or profiling of you.
* **Request the restriction of processing** of your personal information**.** This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
* **Request transfer of your personal information** in an electronic and structured form to you or to another party (commonly known as a right to “**data portability**”). This enables you to take your data from us in an electronically useable format and to be able to transfer your data to another party in an electronically useable format**.**

In the event that you wish to make a complaint about how your personal data is being processed by the Creative Europe MEDIA, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority who can be contacted as follows:

|  |  |
| --- | --- |
| Contact | Data Protection Commissioner |
| Telephone | +353 57 8684800/+353 761 104 800  |
| Email | info@dataprotection.ie |
| Post | Office of the Data Protection CommissionerCanal HouseStation RoadPortarlington R32 AP23 Co. Laois |

1. **Contact us**

You can contact us with any queries, complaints or requests to exercise your data protection rights using the details below:

|  |  |
| --- | --- |
| Contact: | Eibhlín Ní Mhunghaile  |
| Telephone | 091 770728 |
| Email | eibhlin@creativeeuropeireland.eu |
| Post | Cluain Mhuire, Monivea Road, Galway |

1. **Updates to this Privacy Statement**

Our Privacy Statement may change from time to time, and any changes to this Privacy Statement will be posted on the website and will be effective when posted. As your use of the Creative Europe MEDIA website is subject to your acceptance of this Privacy Statement, and any amendments thereto, please check back regularly.

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