

Waterford Volunteer Centre Event Privacy Notice

Event Registration

Last updated: 27 August 2026

Waterford Volunteer Centre respects your privacy and is committed to protecting your personal information. This Privacy Notice explains how we collect, use, store and protect personal information when you register for or participate in our events, activities, volunteering opportunities, training and other services. It also explains your rights under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

1. Who are we?

The organisation responsible for your personal information (the "data controller") is:

Waterford Volunteer Centre

21 O'Connell Street, Waterford X91 V650

Email: info@volunteerwaterford.ie

Phone: 051 870 698

Website: www.volunteerwaterford.ie

For questions about how we use your personal information, or to exercise your data protection rights, please contact us using the details above.

Data Protection Contact: Please use the contact details above

2. What information do we collect?

The information we collect depends on the particular event or activity you are registering for. This may include:

- Your name
- Email address
- Telephone number
- Information needed to communicate with you about the event

- Accessibility or support requirements
- Dietary requirements
- Information you provide about your reason for attending or your interest in an event
- Information needed to administer or evaluate an event or activity
- Any other information that is clearly explained to you at the time it is collected

We aim to collect only information that is relevant and necessary for the particular event or activity. We do not routinely ask for information simply because it might be useful in the future.

3. Why do we collect your information?

We may use your information to:

- Process your registration
- Organise and administer an event or activity
- Contact you about an event, including changes, cancellations or important information
- Make reasonable arrangements to support your participation
- Respond to accessibility, support or dietary requirements
- Manage attendance
- Communicate with you about matters directly relating to an event or activity you have registered for
- Maintain appropriate organisational records
- Evaluate and improve our events and services
- Meet legal or regulatory requirements where applicable

Where we ask for information for a specific purpose, we will explain that purpose when we collect it.

4. What is our lawful basis for using your information?

Data protection law requires us to have a lawful basis for processing personal information.

For most event registration and administration activities, we rely on our legitimate interests under Article 6(1)(f) GDPR in organising and delivering events and services effectively. Where participation creates a contractual arrangement, we may rely on Article 6(1)(b). We may also rely on consent, a legal obligation or another lawful basis where appropriate.

In other circumstances, we may process your information because it is:

- Necessary for compliance with a legal obligation
- Necessary for a task carried out in the public interest or in the exercise of official authority, where applicable
- Necessary for our legitimate interests, where those interests are not overridden by your rights and freedoms
- Based on your consent, where consent is the appropriate lawful basis (e.g., for optional marketing communications)

The specific lawful basis may depend on the particular information and the purpose for which it is collected. Where we rely on consent, you can withdraw that consent at any time. Withdrawing consent does not affect the lawfulness of processing carried out before you withdrew it.

5. Information about health, accessibility and other sensitive information

Some information you choose to provide may be considered **special category personal data** under the GDPR. This can include information concerning health, such as information about a disability, medical condition, allergy or other health-related requirement.

Special category data receives additional protection under the GDPR. We will only ask for this type of information where it is relevant and necessary for the particular event or activity. Where we ask for sensitive information, we will explain why it is needed and, where required, identify the appropriate legal basis and additional condition for processing it.

Please do not provide more information than is necessary for us to make the arrangements requested.

6. Dietary requirements

Where an event includes food or refreshments, we may ask about dietary requirements or allergies so that appropriate arrangements can be made. Please provide only the information necessary for this purpose.

Where information about an allergy or other health-related matter constitutes special category data, it will receive the additional protection required by data protection law.

7. Information about your motivation or reasons for attending

Some events may ask why you are interested in attending or what you hope to gain from the event. We will only ask for this information where it is relevant to the particular event, programme or activity.

If this information is optional, you will not be required to provide it in order to register.

8. Who may we share your information with?

We do not sell your personal information.

Where necessary to organise and deliver an event or activity, relevant information may be shared with people or organisations involved in delivering it. This may include:

- Waterford Volunteer Centre staff and authorised volunteers
- Event facilitators, trainers or speakers
- Venues or organisations involved in hosting an event
- Service providers who help us administer our activities (e.g., Microsoft Forms for registration)
- Organisations where sharing is necessary to provide a service you have requested
- Public authorities or other organisations where we are legally required or permitted to do so

We aim to share only the information that is necessary for the relevant purpose.

9. Microsoft Forms and data storage

We use Microsoft Forms and other Microsoft 365 services to collect and manage registration information. Microsoft processes personal information on our behalf under applicable contractual and data protection arrangements. Information is stored and processed in accordance with our Microsoft 365 configuration and Microsoft's data protection commitments. Where personal information is transferred outside the EEA, we ensure that an appropriate legal transfer mechanism and safeguards are in place.

10. How long do we keep your information?

We do not keep event registration information indefinitely.

We normally retain event registration information for three months after the event. We may retain particular records for longer where this is required by law or is necessary to meet documented funding, insurance, financial or safeguarding obligations. The applicable retention period will depend on the nature of the record and the relevant requirement.

Where information is no longer required, we will securely delete it or anonymise it where appropriate.

11. Keeping your information secure

We take reasonable technical and organisational measures to protect your personal information from unauthorised access, loss, misuse, alteration or disclosure. Access to personal information is limited to people who need it for legitimate organisational purposes.

However, no method of transmitting or storing information can be guaranteed to be completely secure.

12. Contact about future events and opportunities

We may ask whether you would like to receive information about future Waterford Volunteer Centre events, volunteering opportunities, training and activities. **This is separate from registering for an individual event.**

Where consent is required for electronic direct marketing, we will seek your **affirmative, opt-in consent** before sending such communications. Irish data protection rules generally require prior consent for electronic direct marketing, subject to limited exceptions.

You can withdraw your consent or unsubscribe from these communications at any time. Every electronic marketing communication will provide an appropriate way to opt out.

13. Your rights

Under data protection law, you may have a number of rights in relation to your personal information. Depending on the circumstances, these include the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information in certain circumstances
- Request restriction of processing in certain circumstances
- Object to certain processing
- Request portability of your information where applicable
- Withdraw consent where processing is based on consent
- Object to the use of your information for direct marketing

These rights are subject to certain legal conditions and exemptions.

To exercise your rights, please contact:

Waterford Volunteer Centre

info@volunteerwaterford.ie

We will respond to requests in accordance with applicable data protection law, normally within one month.

14. Complaints

If you have concerns about how Waterford Volunteer Centre has handled your personal information, we encourage you to contact us first so that we can try to resolve your concern.

You also have the right to make a complaint to the **Irish Data Protection Commission:**

Data Protection Commission

21 Fitzwilliam Square South

Dublin 2, D02 RD28

Website: www.dataprotection.ie

Phone: +353 57 868 4800

Email: info@dataprotection.ie

15. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our activities, services or data protection requirements. The latest version will be published on our website with the "Last updated" date at the top of this notice.

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