

# Privacy Policy

## 1. Personal Information We Collect

SERI may collect personal information when you:

- Become a member or are listed as a representative of a member organisation
- Register for an event, training, webinar or meeting
- Sign up to receive communications from SERI
- Contact us through email, phone or online forms

This information may include:

- Name
- Email address
- Telephone number
- Organisation and job title
- Postal address (where relevant)
- Any additional information you choose to provide (e.g. accessibility or dietary requirements when registering for events)

SERI does not request sensitive personal data unless necessary for a specific purpose (e.g. dietary or accessibility needs for an event).

## Automatic Data Collection

When you visit our website, we may automatically collect technical data such as:

- IP address
- Browser type
- Operating system
- Access times
- Referring website address

This helps us to improve website functionality, security and user experience.

## 2. How We Use Your Information

SERI uses your personal data to:

- Manage your membership or relationship with SERI
- Deliver services you have requested (e.g. event registration, newsletters, sector updates)
- Communicate with you about SERI activities, opportunities, research and sector developments
- Process and respond to enquiries
- Improve our website and digital services through analytics
- Conduct surveys to better understand the needs of the social enterprise sector

SERI does not sell, rent or trade personal data with third parties.

We may work with carefully selected service providers (e.g. email platforms, event management systems, website analytics services) who process data on our behalf. These providers are required to:

- Use your data only for the services they deliver to SERI
- Keep your information secure
- Comply with GDPR requirements

SERI does not share identifiable data with external partners without your explicit agreement.

### **Legal Requirements**

SERI may disclose personal data if required by law or where necessary to:

- Meet a legal obligation
- Protect SERI's rights or property
- Protect the safety of SERI staff, members or the public

### **3. Cookies and Website Tracking**

SERI's website uses cookies to enhance your browsing experience and help us understand how visitors use our site.

Cookies may be used to:

- Enable website functionality
- Remember your preferences
- Analyse website traffic
- Provide social media and embedded third-party content

You can accept or decline non-essential cookies. Most browsers accept cookies automatically, but you can change your browser settings if you prefer. Some parts of the website may not function properly if cookies are disabled.

Our cookie banner and settings tool allow you to review or withdraw consent at any time.

#### **4. Security of Your Personal Information**

SERI takes appropriate technical and organisational measures to protect personal data from:

- Unauthorised access
- Use or disclosure
- Loss or alteration

Personal data is stored on secure systems with controlled access.

Where financial transactions are processed through third-party providers (e.g. for paid events), encryption and secure protocols such as SSL are used.

#### **5. Updating or Removing Your Information**

You may request to:

- Update your details
- Opt out of communications
- Access a copy of your personal data
- Request deletion of your personal data (where legally possible)

Please contact SERI at:

**Email:** [info@socialenterprise.ie](mailto:info@socialenterprise.ie)

We will respond promptly and in accordance with GDPR timelines.

#### **6. Links to Other Websites**

SERI's website may contain links to external sites.

We encourage you to review the privacy statements of those sites.

SERI is not responsible for the privacy practices or content of third-party websites.

#### **7. Changes to This Policy**

SERI may update this Privacy Policy from time to time to reflect changes in our services, legal requirements or best practice.

The most recent version will always be available on our website.

We encourage you to review the policy periodically.

#### **8. Contacting SERI**

If you have any questions, concerns or complaints about this Privacy Policy or how your personal data is handled, please contact:

**Data Protection Contact**

Social Enterprise Republic of Ireland (SERI)

Email: [info@socialenterprise.ie](mailto:info@socialenterprise.ie)

We will take all reasonable steps to address your concerns in line with our obligations under GDPR.