



## Cookies Policy for [www.helplink.ie](http://www.helplink.ie) & Privacy Statement

When you interact with Helplink Support Services Company Limited by Guarantee T/A Helplink, we try to make that experience simple and meaningful. When you visit [www.helplink.ie](http://www.helplink.ie) our web server sends a cookie to your computer. Cookies are small pieces of information which are issued to your computer when you visit a website and which store and sometimes track information about your use of the website. For example, cookies are used to personalise web search engines and to store shopping lists of items a user has selected while browsing through a virtual shopping mall. A number of cookies we use last only for the duration of your web session and expire when you close your browser. Other cookies are used to remember you when you return to the website and will last for longer.

We use cookies to:

- remember that you have visited us before; this means we can identify the number of unique visitors we receive. This allows us to make sure we have enough capacity for the number of users that we get;
- customise elements of the promotional layout and/or content of the pages of the website;
- collect statistical information about how you use the website (including how long you spend on the website) and where you have come to the website from, so that we can improve the website and learn which parts of the website are most popular with visitors; and
- to speed site navigation and recognise your access rights on the website.

Most web browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is set. You can also learn more about cookies by visiting [www.allaboutcookies.org](http://www.allaboutcookies.org) which includes additional useful information on cookies and how to block cookies using different types of browser. Please note, however, that by blocking or deleting cookies used on the website, you may not be able to take full advantage of the website.

**Tel:** 0818 99 88 80

**Email:** [helplinksupport@helplink.ie](mailto:helplinksupport@helplink.ie)

@HelplinkMH

@Helplinkmentalhealth



Cookies used by Helplink can be largely categorised as follows:

| Cookie type   | Cookie purpose   |
|---------------|--|
| Necessary     | These cookies are essential in order to enable you to move around websites and use the websites' features, such as accessing secure websites or secure areas of websites. Without these cookies, services you have asked for, such as identifying you as being logged in to the website throughout your visit, cannot be provided.   |
| Functionality | These cookies allow the website to remember choices you make (such as your preferred language) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. Other examples include cookies that keep track of your progress when filling online application forms. |
| Performance   | These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous.   |



|                   |   |
|-------------------|---|
| Targeting Cookies | <p>Targeting cookies remember individual websites you have visited and help Helplink to present relevant and targeted online advertising to you. Targeting cookies may be placed on your machine when you visit the website. When targeting cookies have been placed on your device, they can be recognised by subsequent websites you visit, and this allows those sites to present targeted Helplink and third party advertising to you. While targeting cookies can track your visits around different websites, the information collected is anonymous.</p> |
|-------------------|---|

| Cookie                             | Third Party     | Function  | Description  | Duration |
|------------------------------------|-----------------|-----------|--|----------|
| CookieLawInfo consent              | Cookie Law Info | Necessary | The cookie is used to store the yes/no selection the consent given for cookie usage  | 1 year   |
| CookieLawInfo-checkbox-necessary   | Cookie law info | Necessary | This cookie is set by GDPR cookie consent plug in. The cookies is used to store the user consent for the cookies in the category "necessary" | 1 year   |
| CookieLawInfo-checkbox-unnecessary | Cookie law info | Necessary | This cookie is set by GDPR cookie consent plug in. The cookies is used to store the user   | 1 year   |



|                         |                    |             |  |          |
|-------------------------|--------------------|-------------|--|----------|
|                         |                    |             | consent for the cookies in the category “necessary”  |          |
| _gid                    | Google Analytics   | Performance | Counts and tracks page views   | 1 day    |
| Viewed Cookie Policy    | Cookie Law Info    | Necessary   | This cookie is set by the GDPR Cookie Consent plugin and is used to store whether or not user has consented to the use of cookies. It does not store any personal data | 1 year   |
| _fbp                    | Facebook           | Performance | This cookie is used to store and track visits across websites  | 3 months |
| _ga                     | Google             | Performance | Used to distinguish users  | 1 year   |
| _gat_gtag_UA_28293990_1 | Google tag manager | Performance | Stores and tracks conversions  | 1 min    |
| _gcl_au                 | Google Adsense     | Performance | This cookie stores and tracks conversions  | 3 months |



In addition to cookies, tracking GIFS and web beacons may be set by us or third parties in respect of your use of the website. Web beacons support the delivery of cookies and help determine the number of times a page on the website has been viewed. Tracking GIFS are small image files within the content of the website or the body of our reports so we or third parties can understand which parts of the website are visited and whether particular content is of interest.

### **Managing Cookies**

Within your browser you can choose whether you wish to accept cookies or not. Different browsers make different controls available to you and so we provide links below to popular manufacturers instructions on how you can do this. Generally, your browser will offer you the choice to accept refuse or delete cookies at all times, or those from providers that website use (“third party cookies”), or those from specific websites.

- [Google Chrome](#)
- [Internet Explorer](#)
- [Firefox](#)
- [Safari](#)
- [Safari Mobile](#)
- [Opera](#)

This cookie police forms part of our overall privacy policy



## Privacy Statement

### Who we are:

Helplink Support Services Company Limited by Guarantee T/A Helplink Mental Health is a charitable organisation that provides Counselling, Information provision & Education on a local, national & international level 7 days a week and out of hours.

Our website is [www.helplink.ie](http://www.helplink.ie)

We also provide an educational platform called MindHacks with video and podcast libraries, webinars and educational courses

Our website is [www.mindhacks.ie](http://www.mindhacks.ie)

We are committed to respecting and protecting your privacy and would like you to feel safe when you give us your personal details. We will always clearly identify ourselves in correspondence and on our website.

In order to provide you with relevant information, respond to your enquiries and requests for services we will sometimes request that you provide us with information about yourself. This Privacy Notice will inform you of the information we gather and how it is used.

In this document “we”, “our”, or “us” refer to Helplink Support Services Company Limited by Guarantee. Please read this statement carefully as this sets out the basis on which any personal data, we collect from you, or that you provide to us, will be processed by us.

**Tel:** 0818 99 88 80

**Email:** [helplinksupport@helplink.ie](mailto:helplinksupport@helplink.ie)

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The law requires us to tell you about your rights and our obligations to you regarding the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.dataprotection.ie](http://www.dataprotection.ie)

For the purposes of the GDPR the data controller is:

Helplink Support Services Company Limited by Guarantee

1<sup>st</sup> Floor

The Plaza

Headford Road

Galway

### **Accuracy of your personal data**

Please keep us up to date with any changes to your personal data, this allows us to ensure that your personal data is kept accurate and up to date.

### **Purpose for processing your data**

Personal data refers to any information relating to an identified or identifiable natural person (Data Subject). An identifiable natural person is one who can be identified, directly or indirectly, in particular, in reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

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The type of personal data that we may process about you will depend on the service that you require from us.

Helplink Mental Health maintains the same privacy practices with respect to data that is collected off-line and on-line, and this notice also covers both those methods of data collection and use. Helplink Mental Health complies with EU General Data Protection Directive (GDPR) for the collection, use, and retention of all personal data.

### **We collect and process the following personal data:**

Contact name, email address, business or home address, telephone number, age (DOB) IP address, Medical Information

Should you apply to work at Helplink Mental Health, we collect personal information from you such as; Name, Contact Details, CV's education and employment history.

### **Special Categories of personal data**

We may process special category data for the purposes of providing our services, we do this under the appropriate legal basis, and we ensure that the necessary security and technical measures are in place to protect this type of data.

### **How we get the information and why we have it**

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## **Website**

Helplink Mental Health may collect domain information from your visit to either [helplink.ie](http://helplink.ie) or [mindhacks.ie](http://mindhacks.ie) to customise and improve your experience on our website. Our websites may collect certain information from your visit, including the date and time of your access, the pages you have accessed, the name of the Internet Service Provider and the Internet Protocol (IP) address by which you are accessing the Internet, and the internet address from which you linked to our site, if applicable. We use this information to better understand how our websites are being used so that we can improve its performance. Please see our cookies policy for more information on how this works.

We also use third party plug ins, by accessing these sites from our website you are providing information to them about your visit. These third-party entities have their own privacy policies which you should read and understand.

## **Direct interactions**

You may provide us with your personal information when you;

- Fill in the query form on our website
- Correspond with us via email, phone or otherwise
- Sign up to our educational platform – [Mindhacks.ie](http://Mindhacks.ie)
- Meet with us on a one-to-one (in person or virtually) and provide us with your personal information

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**Why are we processing your data? Our legal basis.**

We are required to determine the legal basis for which we process different categories of your personal information, and to notify you of the basis for each category.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

| Personal Data  | Purpose of Use                                    | Legal Basis  |
|--|---|--|
| Contact name, email address, business or home address, telephone number, age (DOB) IP address, Medical Information | Contact & Provision of Services                   | Article 6 (1) (b) contractual necessity<br><br>Article 9 (2) (h) provision of health and social care |
| Name, email address, user name, school name & address, phone   | Registration and purchase of educational material | Article 6 (1) (b) contractual necessity  |
| Name, Bank / Card Details  | Payment purposes                                  | Article 6 (1) (c) Legal obligation<br><br>Article 6 (1) (b) Contractual                              |



|                     |                    |                           |
|---------------------|--------------------|---------------------------|
|                     |                    | Necessity                 |
| Name, Email address | Marketing Purposes | Article 6 (1) (a) Consent |

**Information we process because we have a contractual obligation with you.**

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- Manage your requests
- Set up a client file
- Provide you with our services

**Information we process for the purposes of legitimate interests**

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do so after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would consider it reasonable to do so



For example, we may process your data on this basis for the purpose of necessary administration of our business

### **Information we process because we have your consent**

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies. You may also consent to have your data used in order to receive information on a new service offering.

We continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at [\*\*helplinksupport@helplink.ie\*\*](mailto:helplinksupport@helplink.ie)

### **Information we process because we have a legal obligation**

We may be required to give information to legal and regulatory authorities if they so request and subject to the correct authorisation

We may use this information to verify your identity for security purposes or keep our website safe and secure

### **How long we hold your information**

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We keep your information for no longer than it is required or allowed. For information on the period your data is held for please contact us on [helplinksupport@helplink.ie](mailto:helplinksupport@helplink.ie)

### **Who we are sharing your data with:**

We may pass your personal data on to third-party service providers contracted to Helplink Mental Services while engaging with them to provide our services. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide on your behalf. These third-party service providers such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information and you may read their privacy policies so you can understand the manner in which your personal information will be handled.

We have reviewed all third parties we share your data with to ensure they are aware of their responsibilities under the GDPR. For more details on the third parties we use, please contact us on [helplinksupport@helplink.ie](mailto:helplinksupport@helplink.ie)

### **Data Transfers**

In some circumstances it may be necessary for us to transfer your data outside the European Economic Area (EEA). We will only transfer data to receivers that are in countries approved by the EU Commission, or where there are the appropriate safeguards in place to protect your personal data. For further information on these appropriate safeguards, please email [helplinksupport@helplink.ie](mailto:helplinksupport@helplink.ie)

### **Security**

There are appropriate security measures in place to protect your data in the event of being accidentally lost or accessed without authorisation including;

- Your data is also limited to only the necessary parties that need to process your data for business purposes and the provision of our services
- Using secure servers to store your information



- Verifying the identity of any individual who requests access to information prior to granting them access to information
- Using encryption to secure personal data
- Only transferring your information via closed system or encrypted data transfers\*
- All personal identifying data is kept in encrypted documents
- All documents containing client information are scanned and encrypted, and kept on a separate flash drive that is also encrypted
- No paper copies are kept. They are shredded once they have been scanned and encrypted.
- Access to personal data is limited to the administrator and the counsellor in question.
- Any messages sent via email (which includes our contact form) will be irretrievably deleted as soon as they are no longer needed.
- All our staff have undergone Data Protection Training to ensure that they can handle any data provided to us in the correct manner.

\*transmission of information over the internet is not entirely secure, and if you submit any information to us over the internet (whether by email, via our website or any other means), you do so entirely at your own risk.

We cannot be responsible for any costs, expenses, loss of profits, harm to reputation, damages, liabilities or any other form of loss or damage suffered by you as a result of your decision to transmit information to us by such means.

### **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information
- Your right to rectification – You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances
- Your right to object – You have the right to ask us to stop processing your personal data for profiling or direct marketing
- Your right to restriction of processing – You have the right to object to the processing of your personal data in certain circumstances
- Your right to data portability – You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.



You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Exemptions may apply if the information requested is considered excessive or repetitive.

Please contact us at [helplinksupport@helplink.ie](mailto:helplinksupport@helplink.ie) if you wish to make a request.

### **How to complain**

In the event that you wish to make a complaint about how your personal data is being processed by Helplink Mental Health or how your complaint has been handled, you have the right to lodge a complaint directly with the data supervisory authority and / or our Data Privacy Manager;

DPM; Laura Condon email: [laura@helplink.ie](mailto:laura@helplink.ie)

Link below to the complaints section of the Data Commissioner website;

<https://www.dataprotection.ie/docs/Making-a-Complaint-to-the-Data-Protection-Commissioner/r/18.htm>

Or email Data Protection Commissioner to [info@dataprotection.ie](mailto:info@dataprotection.ie)

### **Privacy Policy statement changes**

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**HELPLINK MENTAL HEALTH**  
Mental Health Services 7 Days a Week

Helplink Mental Health may change this policy from time to time. When such a change is made, we will post a revised version online. Changes will be effective from the point at which they are posted. It is your responsibility to review this privacy policy periodically, so you are aware of any changes. By using our services, you agree to this privacy policy.

This privacy policy was last updated August 2022

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