



'AGM' Privacy Notice

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 purpose of carrying out the abovementioned objectives.

Credit Union Contact Details

HSSCU, 5 High St., Christchurch, Dublin 8 HSSCU, Phoenix View, 144-150 James's Street, Dublin 8 HSSCU, 5-6 The Triangle, Ranelagh, Dublin 6 HSSCU, St. Gabriel's Branch, 34 St. Patrick's Quay, Cork HSSCU, Mayoralty House, Merchants Road, Galway HSSCU, 7 Sexton Street, Limerick	Tel: 01 6778648 / 0818 677864 Website: www.hsscu.ie
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DPO Contact Details

Health Services Staffs Credit Union Limited St Gabriel's Branch 34 St Patrick's Quay Cork	Tel: 01 6778648 / 0818 677864 Email: dpo@hsscu.ie
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In order to facilitate our nationwide membership, Health Services Staffs Credit Union ('HSSCU') is holding the Annual General Meeting (AGM) in 'hybrid' form on Wednesday 4th of December 2024. This means members can attend in person or online. As part of this, where a member wishes to attend online, we will use an electronic registration process beforehand, conduct the meeting online and in person, record the meeting for the purposes of minute-taking and use facilities during the meeting such as electronic voting. We are assisted in this process by a specialist third party service provider.

The holding of the AGM, along with provision of information such as the annual report forms part of our legal obligations. HSSCU is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information for the purposes of facilitating the 'virtual' AGM.

What personal data do we use?

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

- Your name, account number, date of birth and personal email address, chat logs and/or audio recordings of you during the AGM

HSSCU has the authority to remove any registrations that do not fully meet the required eligibility.

The purposes for which we use your personal data:

The credit union will use your personal data to assist it in carrying out the following:

- Verifying information provided by you to affirm that authorisation to attend the AGM is provided to a member entitled to attend and vote.
- Meeting legal and compliance obligations and requirements under the rules of the credit union and regulations. We may also be required to share some personal information with our regulatory bodies as required to comply with the law.



How we collect the information

The information we process is first provided by you at the point of registration to attend.

We are obliged to maintain minutes of the meeting. To facilitate this, the meeting will be recorded for and retained by HSSCU for 60-days after the meeting, during which time minutes will be drafted. The recording will be deleted after 60-days. Minutes will include addressing any questions submitted during the meeting, including those raised through the chat facility which will be used during the AGM. We will retain a log of the chat facility for the purposes of preparing formal minutes arising from this AGM, following which the chats logs will be destroyed.

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 only permit them to process your personal data for specified purposes and in accordance with our instructions. This is addressed in our contracts/data processing agreements.

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 data for an unrelated 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, considering any legal/contractual obligation to keep it. Where possible we record how long we will keep your data. Where that is not possible, we will explain the criteria for the retention period. Once the retention period has expired, the respective data will be permanently deleted.

Please note that these retention periods are our policy but are also subject to legal, regulatory, and business requirements, which may require us to hold the information for a longer period. If you require further information, please contact us.

Planned data transmission to third countries

There are no plans for a data transmission to third countries.

Cookies

When using our website or mobile application, we may collect information about your computer, including where available your IP address, operating system, and browser type, for system administration, to help us provide a better service, to record session information and/or to assist you in browsing the website. This may in some instances only be statistical data about how you browse our website. Some of the cookies we use are essential for the website to operate.

For more information on Cookies and how you can manage them, please see our Cookies Policy on our website on the 'Cookie Declaration' page. You may also learn more about third party services we use in our 'Privacy Policy – Website' page.

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 by being 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).



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.

'Relevant personal data' 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.*

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



Exercising Your Rights

If you want access and/ or 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, or 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 set out at the beginning of this document.

You can also exercise your rights by calling into your local branch or telephoning us on 0818 677864.

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 straightaway if there are any changes to your personal information.

Making a Complaint

If you have a complaint about the use of your personal information, please let a member of staff in your branch know, giving them the opportunity to put things right as quickly as possible. If you wish to make a complaint you may do so in person, by telephone, in writing and by email. Please be assured that all complaints received will be fully investigated.

You have **a right to complain** to the **Data Protection Commission (DPC)** in respect of any processing of your data by:

Telephone: +353 (1) 765010 Lo Call Number 1800 437 737 Website: www.dataprotection.ie	Postal Address: Postal Address: Data Protection Commission 21 Fitzwilliam Square South Dublin 2 D02 RD28
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