

# Privacy Policy

**Ref: IC005, v2**

May 2024



**An Bord Um  
Chúnamh Dílthiúil**  
Legal Aid Board

Providing access to justice since 1979

# Policy and Procedure Document Summary

Document Governance and Management	
<b>Document Name</b>	Privacy Policy
<b>Current Version</b>	V2
<b>Document Reference Number</b>	IC005
<b>Date Effective From</b>	15 <sup>th</sup> May 2024
<b>Date Effective Until</b>	14 <sup>th</sup> May 2026
<b>Commissioning Directorate</b>	Information & Communications Directorate
<b>Commissioning Unit</b>	Knowledge & Information
<b>Document Owner (Director)</b>	Gareth Clifford
<b>Document Author</b>	Dr. Brian Moss
<b>Document Approver (Person or Group)</b>	Executive Management Team
Note: Formal review may occur sooner if new legislative/regulatory or emerging issues/research/technology/audit etc. dictates sooner.	

Version Control				
Version No.	Date Reviewed	Description of Change	Author	Approved by
1	Undated	New development	DPO	EMT
2	8/4/2024	Full Review	Brian Moss	Gareth Clifford



# 1. Purpose

This Privacy Policy or Data Protection Notice outlines the Legal Aid Board's Data Protection Statement published on [www.legalaidboard.ie](http://www.legalaidboard.ie). The Notice serves to explain the reasons for and uses of personal data collected by the Board, to demonstrate that an organisation is data protection compliant. The Statement aims to explain what users can expect in terms of how the Board collects, stores, uses, transfers, alters, and deletes personal data.

The policy serves several essential purposes in the context of data protection:

1. **Transparency:** a Privacy Policy/ Data Protection Notice informs individuals about how their personal data is collected, used, and managed by an organisation. This helps to promote transparency and builds trust between the organisation and the individuals whose data it processes.
2. **Legal Compliance:** a Privacy Policy/ Data Protection Notice is required under data protection laws such as the GDPR applicable in the EU and similar regulations globally. They ensure that organisations meet their legal obligations by clearly stating how they adhere to these laws.
3. **Rights Awareness:** a Privacy Policy/ Data Protection Notice informs individuals of their rights regarding their personal data, such as the right to access, correct, delete, or transfer their data. This empowers individuals to understand and exercise their rights effectively.
4. **Decision Making:** By providing detailed information on how personal data is processed, a Privacy Policy/ Data Protection Notice help individuals make informed decisions about whether to use a service, agree to data collection, or consent to certain aspects of data processing.
5. **Accountability:** a Privacy Policy/ Data Protection Notice demonstrates an organisation's commitment to data protection principles and show regulators and the public that the organisation is taking steps to ensure compliance

## 2. Privacy Policy / Data Protection Notice

1. The Legal Aid Board collects data from clients, staff, and contractors. These include name, email address, phone number, and more extensive personal data like financial details or health information where relevant to a case.
2. The Board collects such data in forms and communications to the Board at the start or during engagement with it for services. These forms and communications can include applications for legal advice, legal aid, mediation, employment, to undertake research, to make a complaint, or to provide a contracted service.
3. The Board website uses cookies. These are small data files placed on a user's device but do not affect that device. Cookies help websites to work and collect standard internet log information on visitors and their behaviour (e.g. users' IP address and pages visited on the Board website). Cookies collect data on users each time they use or view the Board's website [www.legalaidboard.ie](http://www.legalaidboard.ie). The cookies do not collect personal data of website users like name, address or contact details. Information the Board collects through cookies is used for statistical and IT administrative purposes only, to deliver better IT services.



4. The Board uses functional cookies to monitor web traffic and to understand how a person uses its website. A user of the Board website can choose not to accept cookies by switching off cookies through their internet browser. Please note, if a user chooses not to accept cookies, this may affect certain website features during their time on the website.
5. The Board uses the personal data you provide in such forms and communications for the purpose of processing and responding to requests, managing cases, staffing, and contracted services arrangements, conducting research, assisting with investigations, and handling requests for public information from public representatives.
6. The legal basis for the Board processing personal data is to fulfil its public authority role in relation to legal aid and mediation services and functions that support those activities.
7. If a person is under 18, they must get a parent/ guardian's permission before providing any personal data to the Board.
8. Our legal basis for collecting and processing data is the 2016/679 General Data Protection Regulation (GDPR). The Board also collects data to comply with its statutory functions under the Civil Legal Aid Act 1995 and later amendments to that Act.
9. Any personal data a person provides will be stored securely on Legal Aid Board IT servers. These servers are located in Ireland, in compliance with GDPR, and appropriate technical and organisational measures are in place to protect all personal data.
10. The Board retains personal data for a minimum of seven years from the date of receipt or for as long as is needed to respond to an access request and / or implement any rectification, restriction, or erasure of personal data, whichever is later. Case file and business data (e.g. HR and Corporate Service) are deleted on a case-by-case basis by Legal Aid Board staff. Email data are deleted in line with the Board's adopted retention periods. Data subject rights are set out in full in the Board Data Protection Policy available at [www.legalaidboard.ie](http://www.legalaidboard.ie).
11. The Board provides personal data to parties with whom it has a contractual agreement in place, as provided for, required under and subject to safeguards of GDPR. These Controllers or Processors receive Board data only for the purpose of carrying out services on behalf of the Board (e.g. taking a divorce case or translation of client interviews) or in conjunction with the Board (e.g. training activity).
12. The Board can also receive personal data from public and private bodies under similar arrangements. Data are received in order to carry out activities for which the Board has a legal obligation.
13. The Board will only provide data to be processed, share data with, or transfer data for processing outside the EU to a third party where necessary to carry out some function on behalf of the Board. Any such transfer of data will be subject to a legally binding agreement and where that third party can demonstrate compliance with GDPR.



14. To request access to, rectification, restriction, or erasure of personal data held by the Board, a person should contact the Data Protection section.
15. Further details in relation to data protection rights and obligations can be found on the Data Protection tab of the Legal Aid Board website <http://www.legalaidboard.ie/dataprotection>
16. The Legal Aid Board is the Data Controller for information submitted in forms, communications or use of its website. It can be contacted at:

Data Protection Officer  
Legal Aid Board  
Quay Street,  
Cahirciveen  
Co. Kerry  
V23 RD36

Phone: (066) 947 1000

Email: [dataprotection@legalaidboard.ie](mailto:dataprotection@legalaidboard.ie)

17. This Privacy Policy/ Data Protection Notice applies to the Board website only. If a user comes to the Board website from another website or goes to another website afterwards different conditions may apply.

### 3. Making a Complaint

A person dissatisfied with the Board's response to matters relating to its Privacy Policy/ Data Protection Notice may then submit a complaint as follows:

Data Protection Commission  
21 Fitzwilliam Square  
Dublin 2.  
D02 RD28  
Ireland

Phone: 01 765 0100

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

Web: [www.dataprotection.ie](http://www.dataprotection.ie)

### 4. Monitoring, Enforcement, and Alteration

Compliance with this policy will be monitored by the Data Protection section and the EMT members reporting to the Board Audit and Risk Committee.



The Board reserves the right to take action it deems appropriate where individuals breach this policy. Board staff who breach this policy may be subject to disciplinary action. The Board reserves the right to remedy a breach of this policy by contractors, sub-contractors and commercial service providers via contracts in existence with them.

The Board will amend this policy regularly but may amend this policy at any time to take account of business, legislative, or organisational changes.

Any changes to the policy will be notified on the Board website.

