

# Volunteer Handbook



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## *Equality for Children Volunteer Handbook*

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## INTRODUCTION

### Welcome

Welcome to Equality for Children (EFC). We are delighted to have you on board as a valued part of the Equality for Children team, and hope your association with Equality for Children will be a satisfying experience.

The term 'volunteer' is a collective term referring to all volunteers in the organisation including all subscribers to EFC, publically recruited directors and nominated representatives of EFC and volunteers who are not subscribers to EFC.

As per EFC's Articles of Association, the term "subscriber" refers to every volunteer in the organisation who has voting rights including, but not limited to, the Board.

EFC was founded by a number of concerned parents in the LGBT+ community in Ireland. Three of those parents are currently registered as interim Directors of EFC with the CRO. EFC will hold its first AGM in 2020 where a board will be put in place.

The EFC Board will be made up of subscribers who are elected directors (also known as members), publically recruited directors and nominated representatives. All members (elected directors of the Board) will be registered with the CRO and take on official and legal responsibility within the organisation. All other subscribers will not have legal or official responsibilities for the organisation but have voting rights at EFC AGMs.

As a voluntary organisation working with LGBT+ families and friends, we are heavily dependent on committed volunteers team to carry out the objectives and mission of Equality for Children. We have been successful in attracting dedicated and motivated individuals who embrace the aims of Equality for Children.

We wish to make Equality for Children an enjoyable and fulfilling place to volunteer, and to provide an environment that enhances the opportunity for both individual and group achievement.

This handbook describes Equality for Children personnel policies and procedures to help in your understanding of your work and to provide clear direction in how to address any issues that may arise. We are committed to positive relations and seeking to implement best practice in Human Resource policies.

Equality for Children reserves the right to make changes and additions, using an established procedure which includes consultation with all volunteers. The handbook does not override any individual contract.

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**Purpose of this Handbook**

This Volunteer handbook has been prepared for your information and understanding of the policies, philosophies, practices and benefits of Equality for Children. Please read it carefully. Upon completion of your review of this handbook sign the statement below and return it to the CEO by the due date. A copy of this acknowledgment appears at the back of the handbook for your records.

I, \_\_\_\_\_, have received and read a copy of the Equality for Children Volunteer Handbook which outlines the goals, policies, benefits and expectations of Equality for Children, as well as my responsibilities as a volunteer.

I have familiarised myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Volunteer Handbook provided to me by Equality for Children. I understand that the Equality for Children Volunteer Handbook is not a contract of employment and should not be deemed as such.

\_\_\_\_\_  
(Volunteer signature)

Please return by: \_\_\_\_\_

## Mission, objectives, goals and principles

**Vision:** Our vision is an Ireland that treats children of LGBT+ families equally.

**Mission:** Our mission is to achieve legislative changes to include equality, legal protections and recognition for all LGBT+ families by the Irish State.

### **Objectives:**

To achieve our mission we will:

1. Work to ensure that the Children and Family Relationships Act (CFRA) 2015 is commenced without further delay.
2. Lobby the Government to amend the CFRA 2015 to include international clinics, Irish children born outside of the state and reciprocal IVF.
3. Lobby the Government to broaden, complete, publish, enact and commence the AHR bill 2018 to include all children of LGBT+ families including:
  - Retrospective recognition for children already born / conceived.
  - Children born through surrogacy (domestic, international).
  - Children conceived in clinics in Ireland and internationally.
  - Children conceived using at-home-insemination.
  - Children conceived using known donors as well as traceable donors.
4. Lobby the Government make all supports, benefits and services available to children and families with heterosexual parents available to children and families with LGBT+ parents including:
  - Equal access to recognised legal status to of both their intended parents.
  - Equal access to the status and security available to children via their legal relationship with their parents.
  - Equal access to benefits including maternity, paternity, adoptive leave, parental leave.
  - Equal access to citizenship, residency and passports.
  - Equal access to inheritance and other tax benefits.
5. Raise awareness of the inequalities experienced by children of LGBT+ families in Ireland.
6. Lobby the Government to make the proposed donor registry system fit for purpose for children of LGBT+ families.

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### **Our Principles:**

Achieve full equality for all children born to LGBT+ people of Ireland. We, Equality for Children, will achieve our goal by:

#### **Principle 1. Leading our organisation**

We do this by:

- a) Agreeing our vision, purpose and values and making sure that they remain relevant;
- b) Developing, resourcing, monitoring and evaluating a plan to make sure that our organisation achieves its stated purpose;
- c) Managing, supporting and holding to account staff, volunteers and all who act on behalf of the organisation.

#### **Principle 2. Exercising control over our organisation**

We do this by:

- a) Identifying and complying with all relevant legal and regulatory requirements;
- b) Making sure there are appropriate internal financial and management controls, regular audit and a well maintained register of funds raised, gifts received or any other income relevant to activities of Equality for Children.
- c) Identifying major risks for our organisation and deciding ways of managing the risks.

#### **Principle 3. Being transparent and accountable**

We do this by:

- a) Identifying those stakeholders who have a legitimate interest in the work of our organisation and making sure there is regular and effective communication with them about our organisation;
- b) Responding to stakeholders' questions or views about the work of our organisation and how we run it;
- c) Encouraging and enabling the engagement of those who benefit from our organisation in the planning and decision-making of the organisation.
- d) Ensuring that those in a position to influence the direction of our organisation have the skills and guidance to represent our organisation

#### **Principle 4. Working effectively**

We do this by:

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- a) Making sure that our governing body, individual board directors, committees, staff and volunteers understand their:
  - Role
  - Legal duties
  - Delegated responsibility for decision-making
- b) Making sure that as a board we exercise our collective responsibility through board meetings that are efficient and effective
- c) Making sure that there is suitable board recruitment, development and retirement processes in place.

### **Principle 5. Behaving with integrity**

We do this by:

- a) Being honest, fair and independent
- b) Understanding, declaring and managing conflicts of interest and conflict of loyalties;
- c) Protecting and promoting our organisation's reputation and prioritising this over the needs of any individual.
- d) Our organisation is an equality based organisation and will treat everyone with dignity and respect regardless of their of their age, gender, identity expression, sexual orientation, marital status, family status, religion, socioeconomic status, disability, ethnicity, culture, or membership of the traveller community. This list is non-exhaustive.

Where our volunteers do not act by our principles EFC's Steering Committee will make the right decision based on the needs of Equality for Children. Volunteers who do not adhere to the rules and procedures of the organisation or who do not satisfactorily perform their volunteer assignments may be subject to disciplinary process.

Disciplinary action shall range from verbal warnings to immediate termination of voluntary role, depending on the seriousness of the offense in the judgement of the Steering Committee. Possible grounds for immediate termination of voluntary role may include: gross misconduct or insubordination; theft of property or misuse of organisation materials; abuse or mistreatment of other volunteers or any person associated with Equality for Children; not abiding by organisation policies and procedures; and not satisfactorily performing assigned duties.

## **Organisational structure**

Equality for Children is a company limited by guarantee (CRO 665687). No volunteer of EFC can make any financial gain from the company. All persons involved in EFC are volunteers of the organisation. Volunteers may also hold other roles in the organisation such as subscribers, members (elected directors with legal and official responsibility), nominated Board directors, publically recruited Board directors and team leaders.

The Steering Committee will be made up of the CEO and Team Leaders. The CEO reports to the Chair of the Board.

EFC is committed to the long term development of the campaign and endeavours to create a safe and positive working environment where all volunteers are treated with dignity and respect.

## **You and your post**

### **Beginning your post**

As a new volunteer you will receive information and a general orientation from your team leader. When joining the organisation you will be asked to give your name, contact details, along with contact details of next of kin/relevant other in case of an emergency. If these details change you must notify your team leader promptly to make sure all records are kept up to date. These details will be maintained in a locked cabinet in the EFC office and will only be accessible to team leaders and the CEO.

### **Post Description**

You will perform the duties as set out by your team leader. Roles and responsibilities within EFC will be reviewed and updated on the agreement of both the CEO and the appropriate team leader/supervisor and the volunteer(s) involved.

### **Personnel File and Data Protection**

There may be a file for each volunteer of EFC incorporating application, correspondence, appraisal and disciplinary notes. EFC volunteers are entitled to inspect their own personnel file by arrangement with the CEO or their team leader/supervisor. Access to the files is restricted to the immediate supervisor and or relevant statutory authorities in line with GDPR and Freedom of Information legislation. All data will be treated with the utmost confidentiality (see Privacy Policy).

## **Recruitment and selection**

Equality for Children is committed to ensuring that the procedures and practices used in the recruitment and selection of volunteers are fair, consistent and effective.

Equality for Children is committed to ensuring that the recruitment and selection policy and procedures are in keeping with our Equal Opportunities Policy.

Recruitment of volunteers will be made from the widest possible field. Positions will be advertised internally and externally including the Equality for Children website and may be advertised through national websites/media.

The applications of present volunteers will be treated on an equal basis with external applications. Individuals must be selected on the basis of merit.

As far as possible there should be gender balance on interview panels. Interview panels will be given guidelines on good interview practice and on prevention of discrimination. For each vacancy advertised a file must be kept for twelve months from the date of appointment of the following:

- Job description
- Person specification
- Job advertisement
- All applications
- Written record of candidate assessments
- Any correspondence with candidates

Any candidate who feels that they have been discriminated against has a right of complaint which can be exercised by writing to the CEO. If their complaint is upheld they will if possible be offered an appropriate remedy e.g. they may be shortlisted for the post in question or a suitable alternative post.

## **Induction**

You will have an induction programme to help you settle in as quickly as possible and to ensure that you have all the necessary information to do the job effectively.

## **Supervision and Appraisal**

You are entitled to at least one meeting per month with your supervisor who will provide support around meeting the requirements of your role. Your work will be appraised on a yearly basis. A separate Training and Development Policy sets out detailed guidelines regarding supervision. The supervisor is usually the CEO / team leader.

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### **Communication**

Equality for Children encourages volunteers to engage in organisational development. Communication with the Steering Committee is primarily through the CEO / team leader. Volunteers are welcome to present new ideas or presentations to the Steering Committee on arrangement with the CEO / your relevant team leader.

### **Sickness**

If you are unable to report for your volunteer role, you or someone on your behalf should contact your supervisor / team leader by phone within half an hour of your scheduled starting time.

### **Notice of termination**

Unless circumstances warrant termination of your role without notice, management will give one weeks' notice in writing of termination of your role. You are also asked to give EFC one weeks' notice of your intention to leave of EFC wherever possible.

### **Exit Interviews**

All volunteers that leave their positions with EFC will be offered an exit interview. The purpose of this procedure is to enable EFC to learn from the experience of the person departing and to facilitate closure for that person.

## **EFC POLICIES AND PROCEDURES**

### **Equality for Children Code of Conduct**

We, the volunteers of Equality for Children, aim to provide a welcoming, respectful, safe and supportive service. To help us achieve these aims while we are in Equality for Children, we agree to cooperate in the following:

Never to partake or participate in:

- Verbal and / or physical violence
- Threatening behaviour
- Substance abuse

To have:

- Respect for others
- Respect for property
- Acceptable code of behaviour

We expect to be treated with consideration and kindness; we expect our persons, our property, and our opinions to be respected. We expect to be free from violence and the threat of violence. We expect our disagreements to be resolved with sensitivity and good will.

In return, we are expected to be considerate and kind. To respect the persons, property and opinions of others to behave non-violently and to display sensitivity and good will in resolving disagreements.

Maintaining a safe and enjoyable working environment requires certain minimum standards of personal conduct. These standards are set out below. Equality for children is also committed to maintaining standards in recruitment and equal opportunities, which are outlined below.

### **Health, safety and welfare**

The health, safety and welfare of volunteers are of paramount importance. You have a responsibility in this regard, and are therefore required to fulfil the following responsibilities:

- To take reasonable care for your own health, safety and welfare and that of others who may be affected by your acts or omissions
- To co-operate with team leaders / supervisors or other persons to ensure that the organisation complies with statutory obligations
- To use any appliance, protective clothing, equipment or other means provided for securing health safety and welfare

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- To report immediately any defects in equipment, place of work or systems of work which might endanger health, safety and welfare.
- To refrain from intentionally or recklessly interfering with or misusing any appliance equipment or other means provided to ensure health, safety and welfare of persons.

Volunteers are expected to participate in the training and on-going consultation detailed in the health and safety statement.

### **Good housekeeping**

All volunteers are expected to take appropriate responsibility for good housekeeping procedures in respect of locking up, computer shut down and maintaining a tidy and secure office area. Smoking is not permitted in the building unless you are in a designated smoking area. All health and safety issues are to be brought to the attention of the manager.

### **Use of Equality for Children property**

EFC phones are to be used for business purposes only. Telephone calls of a personal nature (incoming or outgoing) should be kept to a minimum. Personal long distance calls are prohibited. The use of internet and email facilities for personal reasons should also be kept to a minimum and should not interfere with volunteer work.

Knowingly accessing pornography, internet resources, social networking or other sites on the internet deemed inappropriate or offensive by CEO and the Steering Committee or which may be deemed illegal or unlawful constitutes a misuse of Equality for Children resources and will result in disciplinary procedures. Breach of this condition will be considered gross misconduct and will be dealt with accordingly, and may lead to termination of your voluntary role.

### **Gifts and gratuities**

Business gifts and entertainment are courtesies designed to build goodwill and sound working relationships, but not to gain any special advantage in the relationship. Business gifts that compromise, or even appear to compromise, our ability to make fair and objective decisions are inappropriate.

In all instances the receipt of gifts must be declared to the Steering Committee. A record of gifts made to individuals will be kept and reviewed by the Steering Committee on a quarterly bases and a draw will take place to ensure the equal division of any gifts throughout the organisation.

### **Consumption of alcohol and drugs**

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Equality for Children prohibits the consumption of alcoholic beverages and possession or consumption of illegal drugs at all working times. At no time is the use of illegal drugs condoned by EFC. During special events outside of office hours the consumption of alcohol should not impair your ability to perform your role or compromise the integrity of EFC. The use of any legal medication that may impact your ability to perform EFC duties should be discussed in advance with the CEO / team leader.

### **Out of Hours conduct**

Personal conduct outside of volunteer duties/shifts is a private matter, unless it is illegal. However, volunteers should not put themselves in a position where duty to Equality for Children and private interest could be in conflict.

### **Dress code**

Equality for Children expects all its volunteers to dress in a manner appropriate to their role.

## **Conflict of Interest Policy**

Our organisation's Conflict of Interest Policy refers to any case where a volunteer's personal interest might contradict the interest of Equality for Children. This is an unwanted circumstance as it may have heavy implications on the volunteer's judgement and commitment to the organisation, and by extension to the realisation of our goals.

This policy will outline the rules regarding conflict of interest and the responsibilities of volunteers in resolving any such discrepancies.

### **Scope**

This policy applies to all prospective or current volunteers, as well as independent contractors and persons acting on behalf of the organisation.

### **Policy elements**

The relationship of our volunteers and anyone acting with or on behalf of Equality for Children should be based on mutual trust.

Conflict of interest may occur whenever a person's interest in a particular subject may lead them to actions, activities or relationships that undermine Equality for Children and/or the best interests of the volunteers or place us at a disadvantage.

### **What is a person's conflict of interest?**

This situation may take many different forms that include, but are not limited to:

- A volunteer using their position within Equality for Children to their personal advantage
- A volunteer using connections obtained through Equality for Children for their own private purposes
- A volunteer using Equality for Children's equipment or means to support an external business
- A volunteer acting in ways that may compromise Equality for Children's legality (e.g. taking bribes or bribing representatives of legal authorities)

The possibility that a conflict of interest may occur can be addressed and resolved before any actual damage is done. Therefore, when a volunteer understands or suspects that a conflict of interest exists, they should bring this matter to the attention of the Steering Committee so corrective actions may be taken. It is the responsibility of the Steering Committee to keep an eye on potential conflict of interests across all levels of the organisation.

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The responsibility of resolving a conflict of interest starts from the immediate team leader and may reach the Steering Committee or the Board. All conflicts of interest will be resolved as fairly as possible. The Steering Committee has the responsibility of the final decision when a solution cannot be found.

In general, volunteers are advised to refrain from letting personal and/or financial interests and external activities come into opposition with the organisation's fundamental interests.

Note: The same principles apply to the organisation in regards to its partnerships. When applicable, we are committed to not offer services or form partnerships with companies or organisations who are in direct competition/conflict with our existing partners.

### **Disciplinary Consequences**

In cases when a conflict of interest is deliberately concealed or when a solution cannot be found, disciplinary action may be invoked according to the Disciplinary Procedure.

## **Financial Policy**

This finance policy is aimed at volunteers who are part of the fundraising, cash handling or management of funds as part of their work on behalf of the organisation. These guidelines also apply to volunteers' who handle cash or donations received during events.

### **Introduction**

Equality for Children is a registered company limited by guarantee (CRO 665687) and an entirely voluntary organisation. We have 3 key areas of fundraising; Go Fund Me Page, Fundraising Events and Official Funding from corporate/private enterprise.

All funds raised are to be used for the day to day expenses (e.g. printing, postage, and stationary, general office expenses) incurred to support and deliver our campaign. No person shall profit from the funding donated to Equality for Children.

### **Different Financial Streams and Procedures**

#### **Go Fund Me Page**

Gofundme.ie is an online platform, which allows individuals to donate to Equality for Children. This money is held in the Gofundme account until such time that it is drawn down by the Niamh Webbly O'Gorman, who set the donation page up.

All monies raised through Gofundme.ie should be drawn down by the financial representative, [Niamh Webbly O'Gorman], on a regular basis, but should be no longer than monthly. A detailed update of what funds received should be communicated to the CEO on a monthly basis and an expenditure report should also be communicated at the same time. It is the CEO's responsibility to present detailed financial report to the steering committee and board.

#### **Fundraising Events**

Fundraising events will involve cash handling; it is important that the following procedures are adhered to in order to protect volunteers from accusations of misconduct:

- Check and count each cash float at the start of the event
- All counting and checking of cash must be done out of public sight and should be completed by a minimum of 2 volunteers
- All cash must be counted, verified and reconciled on the day it is received.
- Cash must be counted by one person and a second person must verify the count and a record of the amount verified at the end of the event.
- Any discrepancies must be logged and reported to the events organiser.

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- Cash Verification Sheet should be completed with the total raised and signed by 2 volunteers.
- Post event, cash must be locked into the cash box.
- The event organiser is responsible for the safekeeping of the monies until the next banking day,
- Lodge all monies raised, directly into the Equality for Children's bank account.
- Confirmation of lodgement should be communicated to the finance person and the CEO.

### **Official Funding from Corporate/Private Enterprise**

All funding received through corporate and/or private enterprise, will be lodged directly into the Equality for Children's bank account.

### **Expenditure**

All expenditure must be approved by 2 members of the Steering Committee and the appropriate team leader.

All expenditure must be logged, with approval persons noted, and an expenditure report should be available on a monthly basis to be included in the Financial Report presented by the CEO to the Steering Committee.

### **Reimbursement of Expenses for Volunteers**

Any expenses (postage, printing, stationary) incurred by volunteers for Equality for Children, will be reimbursed once detailed invoice is submitted with an explanation of what the expenses were for. 2 members of the Steering Committee will approve reimbursement before payment will be made. We will endeavour to make electronic payment to volunteers within 5 working days.

### **Volunteer responsibilities**

It is your responsibility to read and act in accordance with the principles of these guidelines, and to ensure you read any amendments made in the future.

It is your responsibility to highlight any discrepancies immediately to the finance department and/or the CEO.

## Confidentiality Policy

You are required to maintain absolute confidentiality in respect of matters that come to your knowledge in the course of your volunteer work with Equality for Children. In particular, absolute confidentiality must be observed in matters regarding volunteer information, strategic information and financial information not publicly available. There may be times that information ought to be shared with other volunteers or the Steering Committee. This must be on a need-to-know basis only and with prior consent of the individual concerned. Exceptions to this are when there may be a duty-of-care aspect with vulnerable members or with younger people, or when following policies and procedures such as the complaints and grievance procedures need to be implemented.

If there is a genuine reason to believe that an individual or individuals might pose a risk of significant harm to themselves or to others, or that a minor or vulnerable adult may be at risk, the CEO relevant team leader will have to be informed of the relevant details and may have to contact someone outside of Equality for Children. In most cases all parties will be informed in advance about who is being contacted and why, and included in this process wherever possible.

You are expected to maintain this standard of confidentiality should you stop volunteering for Equality for Children. All documents, files and materials produced by volunteers within their time with Equality for Children for the organisation are the property of Equality for Children and remain the property of Equality for Children where the volunteer leaves.

You may not remove any documents or things belonging to Equality for Children or which contain confidential information from the premises at any time without advance authorisation from the CEO.

In the interest of security all confidential information should be removed from desks and public view when the volunteer is not in attendance. Lockable furniture should be securely locked at the end of the day.

Other procedures may be necessary in order to comply with GDPR legislation. You will be informed of these as they arise.

## **Media and Public Statements Policy**

If contacted by the media volunteers, with the exception of CEO / pre-approved campaign ambassadors shall not make statements and are not authorized to speak on behalf of the organisation. Contact numbers for individuals should never be given out. Contact details for members of the Steering Committee may not be given out without prior approval. Breach of this condition will be considered gross misconduct and will be dealt with accordingly.

## **Social Media Policy**

These social media guidelines are aimed at volunteers who use, or intend to use, social media as part of promotion or their work on behalf of the organisation. These guidelines also apply to volunteers' personal use of social media in and out of working hours where their comments could be taken to reflect on the organisation. This could include replying to online queries, responding to posts relating to our campaign, promoting Equality for Children events, updates on organisational news and communication between volunteers. This does not cover personal use of social media, such as communicating with friends and family.

### **Introduction**

Social media, where people network, comment and share online, is now a part of everyday life and is highly accessible across broad generations, devices and locations. Our campaign will utilise and harness the power of social media like many campaigns in the past.

However, with the opportunities presented by social media, there are risks. Social media allows individuals to communicate with a potentially huge audience. Unlike traditional media it is all about two-way communication, with immediate publication of comments, and debates can become heated. Its informality can encourage us to be less cautious than we would be if using other, more traditional methods of communicating and interacting.

Facebook, Twitter, YouTube, Pinterest, Instagram, Snapchat and LinkedIn are all examples of social media. For the purposes of this policy we do not include email at an organisational level.

### **Potential social media pitfalls for staff and volunteers**

#### *Breaches of confidentiality*

You must ensure that you send information only to those for whom it is intended. If social media activity involves details of volunteers, even inadvertently, this can result in a breach of confidentiality.

If you use social media to vent or to communicate informally about the issues in our campaign, take care not to inadvertently disclose confidential information in the process, in a single post or cumulatively over several exchanges over time.

#### *Blurring professional and private boundaries*

While Equality for Children is a voluntary organisation, it is imperative that it is run professionally. It is easy to accept a friend request without considering the consequences. Allowing a person with whom you have built a professional relationship through Equality for Children access to your personal social

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media could damage your professional relationship. Avoid blurring personal and professional boundaries and keep personal social media for personal contacts.

Similarly, when participating in Equality for Children events with colleagues and volunteers, consider the consequences of sharing on social media. In particular, ensure you have consent before sharing photographs.

### ***Reputational Risks***

You are accountable for what you write online, under your own name or an alias. As a part of Equality for Children you need to maintain professional standards at all time, even on seemingly anonymous platforms. A helpful guideline is to only write what you would be happy saying out loud to the person in question. When sharing photos of others, ensure that you have their permission and that they are appropriate.

### **Volunteer responsibilities**

It is your responsibility to read and act in accordance with the principles of these guidelines, and to ensure you read any amendments made in the future. It is also your responsibility to read and act in accordance with the rules and guidelines set out by individual social media, social networking and website hosting companies and providers.

On-line professional conduct should mirror your conduct in the real world: if you would not say or do it in real life, you should not say or do it online. You must:

- Act lawfully in the use of social media and to be aware that criminal and civil proceedings can be taken in the event of unlawful activity. If you break the law on social media sites (for example by posting something defamatory - an unjustified statement about a person or organisation that may harm their reputation) you will be personally responsible.
- Remain mindful of, and respect, the regulations of Equality for Children.
- Not use social media to inform or promote inappropriate behaviour or actions which damage the reputation of individuals or Equality for Children
- Not use social media to attack others. Think before you post. Do not post personal or derogatory comments about any person, regardless of their stance on our campaign. Your comments can circulate more widely than you intend. Posts, pictures, images, status updates and other content can remain permanently online.
- Remember to respect other people's privacy and feelings. Never share confidential information online. The sum of information posted may breach confidentiality even if each individual post does not.

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- Always ask permission before sharing private details about your fellow volunteers, Equality for Children and/or its partner organisations. Such details could include private contact details, pictures or details of private discussions.
- Remember to be appropriate when engaging with volunteers or any other person through social media. Inappropriate information or contact may lead to disciplinary action being taken against you and repeated offences, may result in your removal from the campaign.
- Keep your personal and professional life separate. Check your privacy settings to control what information you share with whom, while also proceeding on the basis that information you intend to be private could become public. Review settings regularly as they can change.
- Unless otherwise permitted by Equality for Children, refrain from any username that may appear to link to Equality for Children, so that there is not blurred lines about our official channels.
- Adhere to all ethical requirements when using social media. You must consider privacy, consent, intellectual property rights, copyright and ownership of data.
- Not state or imply that your views are those of Equality for Children when using social media. Your views are always your own.
- Not use Equality for Children logo at any time without the permission of the CEO.
- If you see something on a social media site that concerns you, you can report it to the social media provider. The provider should pass the complaint to the person who set up the space or group.
- If you see something posted on social media by a volunteer of EFC that is in breach of these regulations, do not challenge it yourself. Screenshot the issue and highlight it to your team leader / CEO.

### **Behaviour and conduct on social media**

Any misconduct on social media will be dealt with by Equality for Children Disciplinary Procedure.

This could include:

- Foul and abusive language
- Discrimination
- Violence and threats
- Bullying and harassment
- Hateful speech
- Racism
- Inappropriate graphic content
- Inflammatory comments, arousing or intending to arouse feelings of anger or violence
- Deliberately misleading or defamatory comments, damaging the good reputation of someone, whether slanderous or libellous
- Phishing and spam

**Monitoring the use of social media and Equality for Children responsibilities**

The Steering Committee for Equality for Children will:

- Ensure these guidelines are accessible to volunteers acting on behalf of Equality for Children.
- Take steps to give volunteers the information to stay safe on the internet when using social media.
- Monitor references to Equality for Children on social media and the internet and respond to complaints regarding volunteer conduct on social media.
- Take disciplinary action where inappropriate behaviour is exhibited that affects Equality for Children in accordance with Equality for Children Disciplinary Procedures.
- Periodically review and update the guidelines and any other associated policy and guidelines. Volunteers will be notified of any significant changes.

## **Equal Opportunities Policy**

Equality for Children is committed to a policy of equality of opportunity and of outcome in its practices and delivery of services.

In particular, Equality for Children aims to ensure that no potential or actual volunteer receives more or less favourable treatment on the grounds of age, gender, identity expression, sexual orientation, marital status, family status, religion, socioeconomic status, disability, ethnicity, culture, or membership of the traveller community. This list is non-exhaustive.

Responsibility for the practical application of the policy rests with every person working with the organisation, but at the same time the organisation acknowledges that specific responsibilities fall upon the Steering Committee, and individuals professionally involved in recruitment and volunteer administration.

Any volunteer who believes that they have been inequitably treated should follow the procedures detailed in the Complaints Policy.

Equality for Children will not tolerate unfair discrimination against any volunteer by any of its volunteers or other persons appointed to the service of the organisation.

## **Disciplinary Procedure**

The purpose of having disciplinary procedures is to maintain a fair, efficient, and safe working environment. Equality for Children expects and requires high standards of conduct (see Code of Conduct) from everyone involved with provision of the service. Where a volunteer's conduct, attendance or performance warrants disciplinary action, the following procedure will apply, except in cases of gross misconduct where immediate dismissal, suspension or a written warning may take place.

Disciplinary procedures will be preceded by a Performance Improvement Planning (PIP) phase at which the specific shortcoming/s will be identified to the volunteer and the required standard clearly identified. Measures to rectify the shortcoming/s will be identified and an agreed action plan decided with the CEO / relevant team leader.

### **Stage 1- first verbal warning**

Where a PIP plan proves ineffective, or where a volunteer has refused to engage in a PIP process, the CEO/ relevant team leader will conduct a disciplinary interview with the volunteer and may decide to issue a verbal warning. In this case the CEO/ relevant team leader will agree with the volunteer:

- What action or improvements can be taken to prevent further disciplinary action
- The time limit by which action should be taken or improvement made
- A plan for assistance and review

### **Stage 2- written warning**

In the event of further or more serious misconduct an official written warning may be issued by the CEO to the volunteer. This written warning will clearly set out:

- The precise nature of the problem
- The improvement required and by when
- A plan for assistance, if appropriate
- The likely consequences if there is a subsequent lack of progress.

### **Stage 2- final written warning**

In the event of further or more serious misconduct a second and final written warning may be issued by the CEO to the volunteer. The written warning will clearly state that any subsequent lack of progress/improvement or recurrence of the offence will lead to dismissal. The volunteer may also be liable to suspension.

### **Stage 3- Dismissal**

In the event of further or more serious misconduct or in the event of gross misconduct, which warrants summary dismissal, the volunteer may be dismissed

### **Appeals**

In the event of dismissal being confirmed and should the volunteer wish to challenge the dismissal then they should refer to the Complaints Policy.

### **No disciplinary action**

If the supervising team leader / CEO considers the complaints against the volunteer are false or unproven or of such a minor nature that no disciplinary action should be taken, all reference to the investigation will be removed from the volunteers' file. The volunteer will receive a letter confirming that no action will be taken. Where a formal verbal warning or written warning is given, all reference to matters of misconduct will be removed from the volunteer file after the following periods:

- Formal verbal warning : three months
- Written warning : six months
- Final written warning : twelve months

In the event of a future complaint about the volunteer's conduct, no reference shall be made to the warning in any correspondence or proceedings and it shall not be used to justify a more severe penalty than would apply for a first offence

### **Gross misconduct**

Certain types of conduct are considered so totally against the interests of Equality for Children that they justify instant suspension pending a full investigation, which may result in dismissal. The following list, though not exhaustive, cites examples of behaviours that will be regarded as gross misconduct and which may result in summary dismissal without recourse to the formal warning stages of the disciplinary procedure:

- Physical violence
- Deliberate damage to company property
- Theft of property or unauthorised possession or use of goods or documents belonging to the company
- Consumption of alcohol and or other non-prescription intoxicating substances while working as a volunteer
- Careless or negligent action that could endanger your safety or that of others
- Deliberate abuse of expenses claims

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- Disclosing without consent any confidential information obtained while volunteering with the organisation
- Failure to account for money or property received on behalf of the organisation
- Repeated failure to attend rostered shifts or undertake duties
- Abusive behaviour or blatant disregard for volunteers.

## **Training and Development Policy**

Equality for Children aims to be a learning organisation and is committed to investing in planned and effective training and development opportunities for all volunteers. By doing so, we intend to meet the organisations goals and to develop both professionally and personally.

Equality for Children encourages volunteers to develop the professional, personal and where appropriate technical skills required in making them effective in their work with Equality for Children and for future positions either in or beyond Equality for Children.

Training and the opportunity to implement and reflect upon learning are critical in this development.

For the purposes of this plan “training” refers to training courses, conference attendance and other agreed opportunities for continuous personal/professional development.

Identification of training needs:

- Individual training needs will be identified and agreed during the annual reviews. The training should be related to responsibilities and skills
- Annually at AGMs, general training needs will be discussed in order to identify common training needs across the organisation
- The developing strategic planning of Equality for Children will be examined to identify further training needs
- The training needs of volunteers will also be identified through volunteer supervision sessions and Steering Committee meetings

Priorities for training will be accounted for in the annual budget. Equality for Children will aim to invest in training and to ensure that all volunteers have ready access to relevant training, subject to budgetary constraints. Training will not normally exceed five days per year for any volunteer. This would include attendance at conferences.

Volunteers will be entitled to training to help them develop their effectiveness. Whenever possible in-house training will be offered specific to roles along with general induction training.

Some flexibility will be required within the training budget to cater for additional training needs as a response to developments in Equality for Children.

### **Procedure for Volunteers to request training**

When a volunteer identifies a course/conference of interest it should be requested through the CEO/relevant team leader. The following information should be provided in writing:

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- Name of the course/conference, the provider, cost, location, duration
- Summary of the content
- How does the course/conference relate to your work and your individual objectives
- What are your personal objectives for the course/conference i.e. – development of particular skills, knowledge, attitudes
- How will you try to apply your learning
- How will you share this with your colleagues- e.g. write up a summary, circulate reading material, presentation to all members.

### **Training evaluations**

Most training courses should offer participants a chance to evaluate the course content, organisation and delivery.

EFC volunteers will be required to do a quick written evaluation of courses/conferences attended, in particular to provide information to Equality for Children on whether training bodies are providing training appropriate to Equality for Children needs and value for money. Evaluations should be completed within a week of course/training participation.

The training will be discussed after the event in supervision, with an emphasis on how learning will be applied to the individual's work. Potential learning for the whole or part of Equality for Children will be discussed and action agreed.

Progress on the accomplishment of training goals will be reviewed in appraisals and during the annual review.

The CEO will carry out an annual evaluation of training. This will include the overall cost to the organisation of the range of courses undertaken, an identification of new/developed skills, new practices and improvements within the organisation.

## Supervision and Appraisal Policy

### Types of supervision

All members give and receive a range of supervision types: managerial supervision, mentoring and peer support.

Managerial supervision will be provided by the CEO/ relevant team leader, and focus primarily on the organisational and strategic objectives of the organisation.

These supervisions are directly linked to the management of the individual's work within the organisation. Supportive and educative forms of supervision should form a part of these and also occur through other means.

Non- managerial supervision involves a supervisor who has no direct link with the management of the individual's work. The function of this type is to provide support for the volunteer rather than to manage his or her work.

Forms include individual peer support or mentoring. This is a valid form of supervision if the supervisor is able to reflect back to the volunteer in order to find solutions to problems and insight on practice.

Peer support or support groups are spaces where an issue can be discussed and explored and are useful for volunteers dealing with complex situations, or when others are working with the same/similar target groups, or organisations.

External networks and support structures, organised on a formal basis within professional groupings, provide opportunities for collegial support, supervision and mentoring.

The purpose of providing managerial supervision for volunteers within Equality for Children is as follows:

- To support volunteers in their work
- To ensure volunteer development
- To provide accountability to management through planning and the evaluation of work.

Supervision provides a regular, structured opportunity for volunteers to discuss their work, review progress, explore development and training needs and make plans for the future.

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The goals of supervision are to plan, evaluate, enable and support. The sessions should provide time for ideas development, along with reflection on past practice and the planning of work. Supervision is also an opportunity for the volunteer to express feelings about their work.

The CEO / relevant team leader should ideally supervise the volunteer. Volunteers who act as supervisors will be adequately trained and/or experienced in line management, supervision and /or mentoring.

### **Confidentiality in Supervision**

Whenever possible, supervision meetings should be carried out in a confidential space. In some cases the supervisor may not be able to guarantee confidentiality. Matters which significantly affect work, colleagues, the organisation as a whole, and disciplinary matters may need to be discussed with the Steering Committee.

### **Records**

Brief notes should be kept as a reminder of the action points and for referral in future meetings. These notes should include:

- Date and time of supervision
- Issues emerging and action agreed
- Any training needs identified
- Feedback
- Outstanding issues to carry over
- Date and time of next meeting

Shortfalls in performance may also be noted in the case of specific supervisory meetings. The notes can be used in PIP/disciplinary proceedings where performance is an issue.

### **Role of the supervisor**

The supervisor's role is to

- Monitor progress towards achieving goals, evaluate and approve the performance
- Plan for the future
- Set targets
- Give specific feedback
- Facilitate communication and mutual understanding
- Discuss difficulties and sources of conflict and facilitate the volunteer in looking at these issues
- Help the volunteer manage their workload

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- Identify training needs
- To keep brief records of each meeting

### **Role of the supervisee**

The volunteer who is being supervised should prepare for the supervision by:

- Planning what issues to bring to the meeting
- Evaluating their own work and progress made.

### **Evaluation**

An evaluation of supervision practice will be held on a yearly basis. This provides the volunteer with the opportunity to give feedback to the supervisor. It should explore how useful the supervision has been for the volunteer, how they have benefited from the sessions, what they found difficult, how sessions have affected their work (if at all) and what changes would be beneficial for the volunteer. This would be done as part of the appraisal process.

The overall structure for supervision will be evaluated yearly. This evaluation will consider feedback from volunteers on how well the system is working and what improvements could be made.

### **Non-managerial supervision**

Where a volunteer is undertaking work where no-one within the organisation has the professional expertise to support the requirements within the post, it may be appropriate to receive external, non-managerial supervision.

## Harassment and Bullying Policy

Equality for Children maintains a policy prohibiting bullying, sexual harassment, unlawful harassment, and discrimination in all forms. All volunteers have a right to an environment free of bullying and harassment.

As part of a policy of maintaining a harmonious and productive working environment and good practice, Equality for Children will ensure all allegations of bullying and harassment are investigated and dealt with appropriately.

### **What is harassment?**

Harassment can take many forms. It may be physical, verbal or visual in nature. The uniform characteristic is that the behaviour is unwanted and not welcomed by the recipient.

Bullying is the misuse of power or position to persistently criticise, condemn, openly humiliate and/or persistently undermine an individual.

Harassment is a very real problem to those who experience it, however it may be intended. If the behaviour is unwelcome to the recipient, it is not just “good fun” or a “joke”.

Other examples of bullying behaviour include:

- Personal insults and name calling
- Persistent unjustified criticism and sarcasm
- Public or private humiliation
- Shouting at volunteers in public and/or private sneering
- Instantaneous rage, often over trivial issues
- Unfair delegation of duties and responsibilities
- Setting impossible deadlines
- Unnecessary work interference
- Making it difficult for volunteers to have access to necessary information.
- Aggression
- Not giving credit for work contribution
- Continuously refusing reasonable requests without good reason
- Intimidation and threats in general

Sexual Harassment can be defined as conduct towards another person that is sexual in nature or has a sexual dimension and is unwelcome to the recipient.

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Examples of this type of harassment include:

sexual gestures

- displaying sexually suggestive objects, pictures, calendars or sending suggestive or pornographic correspondence (including e-mail)
- unwelcome sexual comments or jokes
- unwelcome physical contact such as pinching, unnecessary touching etc.

### **What should you do?**

If you feel you are being subjected to harassment then you should try to do something about it. You can try to deal with it yourself on an informal basis, or make a formal complaint.

Keep a written record for future reference listing dates, times, places, any witnesses and how you were directly affected.

### **Informal procedure**

The first step is to talk to someone. This could be the CEO / relevant team leader, or anyone you feel comfortable talking to. Get advice on possible courses of action.

### **Formal procedure**

If you decide to make a formal complaint this should be put in writing to CEO / team leader or, if the complaint is about the CEO / team leader a designated member of the Steering Committee Member who will investigate the complaint in line with the Complaints Policy and prepare a report.

If the complaint is substantiated by the report, disciplinary action may be taken according to the Disciplinary Procedure. All relevant parties will be informed of the result of the inquiry.

### **Responsibilities**

It is up to every volunteer to ensure that harassment does not occur in any form in Equality for Children. Every volunteer must be sensitive to the impact their behaviour can have on all people around them.

The CEO and team leaders will work to ensure that harassment does not occur, by undertaking the following:

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- Informing all volunteers of policy
- Raising awareness and sensitivity to the nature and scope of harassment
- Creating a climate in which harassment is not acceptable and therefore less likely to occur
- Being alert to the possible existence of harassment in their areas of work
- Initiating effective and sensitive procedures to deal with harassment.

## Complaints Policy

All volunteers are entitled to bring formal complaint to the attention of the CEO / relevant team leader or, if applicable, to the Board of EFC for resolution. Volunteers are encouraged as a first point to resolve issues with others. If serious complaints and concerns cannot be resolved, a more formal process is available. Such complaints/concerns will be dealt with in accordance with the procedures and guidelines outlined in this handbook.

EFC prohibits retaliation against any volunteer who initiates a complaint or participates in an investigation of a complaint under this policy. We also expect that every effort be made to resolve these issues as promptly as feasible. Equality for Children reserves the right to consolidate sequential volunteer's complaints when deemed appropriate.

A volunteer's formal complaint must be in writing and signed by the volunteer. The complaint must:

- Explain the nature of the complaint and the specific circumstances at issue
- Identify the rights procedures or policies violated and
- State the specific complete remedy sought by the volunteer.

The volunteer should initiate the written complaint with the CEO / relevant team leader / Board within two weeks of the incident that gave rise to the volunteer's concern. The CEO / relevant team leader will meet with the Board to discuss the matter fully and provide a written response to the volunteer regarding the complaint within four weeks (if feasible) of being informed by the volunteer. If the complaint relates directly or indirectly to the CEO / relevant team leader, if there is no response or if the response is not satisfactory to the volunteer, they may advance the complaint directly to the board.

The meeting initially convened to discuss the complaint shall ascertain:

- 1) If there are any known biases (positive or negative), relationships or other identifiable conflicts of interest that would prevent any individual or group from being able to address the issue impartially
- 2) What actions can feasibly be taken by EFC to reach the solution/outcome requested by the volunteer in their complaint
- 3) Whether it would be appropriate to offer a meeting directly with the volunteer making the complaint and the person or persons against whom the complaint is made, separately or together.
- 4) Whether it would be appropriate to offer external mediation in lieu of a direct meeting, or as a follow-up option if a direct meeting is held but a resolution cannot be achieved
- 5) Whether any other factors pertaining to the complaint or known about the incident(s) in question prevent the board from being able to act directly in favour of a resolution.

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Following on from this meeting the Board will contact all parties named in the complaint to officially outline suggested next steps, including a meeting and/or 3rd party mediation where relevant.

If a person or persons against whom a complaint is made fails to engage in meetings or mediation aimed at addressing the complaint, the board may implement, at its discretion, disciplinary and grievance procedures.

If a person or persons making a complaint fail to engage in meetings or mediation aimed at addressing the complaint, the complaint will be deemed withdrawn unless the complainant(s) have furnished the Board with a reasonable alternative which is found to be acceptable to all parties.

In the event the matter is not satisfactorily resolved the volunteer may submit a written appeal to the Board within one week of the response. To initiate the appeal the volunteer must submit:

- A copy of the formal complaint
- A copy of response and
- Reasons for disagreeing with the response
- Adjustments they would like made to the response for it to be acceptable to them.

As with receipt of an original complaint, the Board will convene as soon as is feasible to review any appeal, and will endeavour to respond within four weeks.

The Board will use the email account [directors@equalityforchildren.ie](mailto:directors@equalityforchildren.ie) to communicate with volunteers regarding complaints.

It is expected that the time frames outlined in this procedure be adhered to. However any unforeseen delay will be promptly communicated to the complainant.

## Privacy Policy

Equality for Children Limited, (EFC) is committed to protecting and respecting your privacy. Please read our following privacy policy:

### **Need and Purpose of Privacy Policy**

EFC Limited is subject to certain laws that regulate how EFC can collect, store, use, or otherwise process your personal data. At EFC we value the importance of protecting privacy and personal data. While we have to reserve the right to update this privacy policy at any time without prior notice, our data processing will always remain fair, transparent, and lawful. This policy is EFC Limited's public affirmation of how we intend to fulfil that goal.

### **Organisation Identity**

Equality for Children Limited is located at Outhouse LGBT Community Resource Centre, 105 Capel St, D1. The assigned Data Guardian is the CEO who can be contacted at [ceo@equalityforchildren.ie](mailto:ceo@equalityforchildren.ie).

### **Scope**

This policy only concerns itself with the processing of personal data. The types of personal data that EFC may process will vary and depend on the interactions that a person has with EFC. Specific policies may apply to your relationship with EFC in addition to this general statement of policy, for example if you are a volunteer with specific policies to your role. Those specific policies will take precedence over any conflicting provision in this Privacy Policy. If you are unsure or would like to ask what policies we consider apply to your relationship with EFC please send an email to our data guardian.

### **Sources of Information**

We process the following information:

- Information you give us
- Information your computer shares with us
- Information from third party sources

### **Definitions**

**Personal data** is information that relates to an identified or identifiable person. If data does not permit us or another party to identify a person, directly or indirectly, then it is not personal data. The law does not require, and it is not EFC Limited's practice, to acquire extra, unnecessary information solely for the purpose of identifying persons.

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**Processing**, refers to actions that can be done with personal data: collecting, storing, analysing, communicating, et cetera. This includes processing completed with or without computers.

For purposes of this policy, the **controller** is EFC.

A **processor** is any vendor or service provider who processes personal data on behalf of EFC.

**Consent** is a clear, unambiguous action by a person that they agree to a specific processing. In order for this consent to be valid, the person consenting has to understand the purpose, nature, and conditions of the processing, including, for example, if EFC will be getting outside help to process personal data.

**GDPR** is the EU General Data Protection Regulation 2016/679 (as amended and replaced from time to time)

**Sensitive Data** means any personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.

### **GDPR Data Protection Principles**

EFC commits itself to operating on the basis of the following privacy principles:

#### **1. Lawfulness, Fairness, and Transparency**

- a. Beyond upholding your legal rights, our aim is to provide our services fairly to you, and to be transparent in the way we process your data.
- b. We will always provide you with a clear statement of the purpose behind a data processing.
- c. We will always provide you with a clear statement on how that processing is compatible with your legal rights, also known as the legal or lawful basis for processing.
  - i. One common example of a lawful basis is where processing is necessary for a service or contract that you have requested. Another common basis is where we have a legal obligation to process your data, such as to protect against fraud. Your consent can sometimes also be a legal basis for processing.

#### **2. Purpose limitation**

- a. We aim to collect your data only for specific, limited purposes that we will specify to you in advance as clearly as we can.
- b. Moreover, in the event we ever rearrange how we do things, we aim never to process your data in a way that is incompatible with the original purposes.

### **3. Data Minimisation**

We try only to process the personal data that we really need –no more and no less.

### **4. Accuracy**

We will try to correct or erase, depending on what is appropriate in the context, personal data that are inaccurate.

### **5. Storage Limitation**

No one needs or wants their data floating around for eternity, so we try to delete data when we no longer need them.

### **6. Integrity and Confidentiality**

We protect your data with the appropriate technologies and business practices. We guard against unauthorised or unlawful processing, and against accidental loss, destruction, or damage to your data.

### **7. Accountability**

- a. We aim to document, as necessary and appropriate, the things we do for your protection.
- b. You also have a number of rights that you can use to check up on us and hold us accountable.
- c. Finally, in addition to holding ourselves accountable, we also demand that our processors commit themselves to the protections you deserve. We aim to be transparent in our choice of processors so that you can hold them accountable too.

### **Rights to Object or Restrict Processing**

You enjoy certain rights and privileges too that are important enough that they get their own section. We'd especially like to draw your attention to your rights to object and to restrict processing.

#### **Right to Object**

European law provides you with a right to object. This means you have an absolute right to tell us to stop processing your personal data for direct marketing.

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Where the processing is for purposes other than direct marketing, you should explain to us what it is you're objecting to and why it is that you're objecting. EFC Limited is then entitled at law to consider whether any legitimate grounds override those objections. If not, then EFC Limited will cease that processing right away.

### **Right to Restrict Processing**

European law also provides you with a right called restriction of processing. If objection is like a stop button, then restriction of processing is the pause button: It lets you put a pause on all or certain types of processing.

### **Right to Withdraw Consent**

For any processing that is based on your consent, you can withdraw that consent at any time. This means that we will stop that processing, unless there is another basis to continue processing, such as a legal obligation. Withdrawing consent does not affect any processing that has already taken place.

### **Further Rights to Hold Us Accountable**

You have a number of legal rights that will help you hold us accountable and abide by the above privacy principles. Here's a listing of rights that you should keep in mind:

1. Rights to Information and Access
2. Right to correct inaccurate data, or supplement incomplete data
3. Right to erasure
4. Right to restriction of processing
5. Right to data portability
6. Right to object
7. Right to avoid automated individual decision-making

### **Rights to Information and Access**

- **"Who?"** You have a legal right to know who we are, who our representative(s) is/are, who our data protection officer is, and contact information for each.
- **"Who else??"** You have the right to know who, if anyone will receive your information from us. If we didn't get your personal data from you, we will tell you where we got it.
- **"What are you doing?"** You have the right to know in advance the purposes behind our data processing. Moreover, you have the legal right to know in advance the legal basis for our processing. We will always tell you where we processing is necessary for our legitimate interests.
- **"Why should I?"** We will always tell you whether providing your personal data is voluntary or obligatory, and what would be the result if you choose not to provide your personal data. In

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particular, we will tell you if you are legally or contractually required to provide us with personal data.

- **“Where?”** Not all jurisdictions or countries provide the same legal protections for personal data and privacy as the European Union and its Member States. Therefore, you have the right to know if your data is being sent outside the EU and if so, what appropriate safeguards have been put in place especially to protect your data protection and privacy rights. Whenever this arises, we’ll tell you how to get a copy of the protections in place for your personal data.

You have a right to receive other information too. We’ll always provide the following specifics to you at the appropriate, relevant time, but here’s a list of what you have a right to receive:

- **“How long?”** You have a right to know how long we’ll keep your data. If we can’t state a hard number, then we’ll tell you the criteria that will determine when we will delete your personal data.
- **“What does EFC Limited have?”** You have a right to hear from us what it is that we have about you. If you see anything that needs correction or that you’d like deleted, please contact us through our Data Guardian (DG) at [ceo@equalityforchildren.ie](mailto:ceo@equalityforchildren.ie).
- **“I don’t consent.”** If the basis for our processing is your consent, you have a right to withdraw that consent at any time. Withdrawing consent does not affect any processing we’ve already undertaken. It also doesn’t have any effect where processing is not based on your consent.
- **“I’m still unhappy...”** If you think your rights have been violated, you have a right to file a complaint with Ireland’s Data Protection Commissioner.

### **Right to correct inaccurate data, or supplement incomplete data**

We will take every reasonable step to ensure the personal data we process are accurate and up to date. You have the right to inform us of an inaccuracy in data that we process and expect that we will correct it without undue delay. Likewise, if you find that the data we’re processing is incomplete considering the purposes of the processing, you have the right to submit supplementary information. Depending on the circumstances, we might have to ask for some verification of your identity. We’ll do our best to keep those questions to a minimum and to avoid asking for new personal data we don’t already have.

### **Right to Erasure**

In many cases, you have the right to have your personal data deleted. For more information, email our data guardian on the address supplied above.

## **Data Portability**

### **Right to Data Portability**

We understand that sometimes you'll need to take your data with you. At your request, we'll provide you with a transferable copy of your data or send it directly (if possible) to your designated recipient. To make this request, please get in touch with the data guardian.

[NB: This only applies where the lawful basis was either consent or performance of a contract and processing was automated]

### **Right to Avoid Automated Individual Decision-Making**

At EFC Limited, all decisions that could affect your rights are human-made! While we use computers to help us in our work, all decisions are made by real people.

### **Exercising Your Rights**

The easiest way for you to exercise the rights above is to contact our data guardian (DG) directly via email. Let our DG know, if possible, what it is that you're looking for, and what it is that you'd like us to do. If you have multiple requests, please do make sure you state them all clearly so we can act on them all.

We train and instruct all our volunteers to identify and appropriately escalate what appear to be subject requests based on the above rights. Volunteers should usually escalate requests to their team leaders, who will be in touch with the DG. The DG may or may not require the assistance of an outside lawyer.

### **Information you give us**

There are a number of ways that you can provide information to us for processing: When you subscribe to our newsletter, send us any sort of message (text, email, post), or ring us on the phone, you might provide us with information like:

- Your identity, including name and other information like mailing address

We will always process your information according to the privacy principles we explained above. In particular, we would like to say again that all our processing is limited to the specific purpose that we tell you at the time we collect your data, and is only stored for as long as is strictly necessary.

### **Information your computer shares with us**

In order for computers to be able to talk to each other, they absolutely have to disclose some minimum information. This can include technical information or practical information.

- Technical information means data like your IP address, browser type and version, any browser plug-ins, your time zone and language settings, any login information, and your operating system
- Practical information means information like whether you open or respond to our emails, whether you came to our website by clicking on a link at a different website, products or services you searched, browsed, or purchased.

Some of these data are necessary for us to run our website or to respond to your requests, like 'contact us'. Other data are a huge help to us in providing you with better services and maintaining a well-run company. We will always tell you what is necessary and what is voluntary.

### **Information other parties give us**

Sometimes we receive information about you from other parties (Facebook contact forms). We process personal data received from those parties by the same rules and principles as personal data that you give us directly. Moreover, we will always tell you who gave us your information and their contact information. That way, if you prefer, you can instruct those parties to stop sharing your information (we don't have the authority to do that).

### **Use of Personal Data**

We and our partners process your data to do the following

- Provide you with the information that you have requested
- Improve and develop our company, such as our website look, feel and user experiences
- Provide you with information that we think would be of interest to you, sometimes pertaining to new LGBT+ Legislation or EFC campaign information
- To enforce our rights under our terms and conditions or any other contracts with you
- To prevent fraud
- To protect the rights, property, and safety of EFC Limited volunteers or other relevant persons
- To respond, when necessary, to valid law enforcement requests
- To comply with applicable laws
- To gather your opinions and input
- To manage any situation where processing is disputed
- To handle and resolve complaints

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### **Social Media**

We care deeply about our relationship with our community. Therefore, we look to see what people are saying about us in public forums. Some of those include:

- Twitter
- Instagram
- Facebook
- YouTube

Again, we only see what you share with the general public or share directly with us.

### **Data Security**

We use the following technologies and measures to help protect your data:

- Encryption;
- Locked physical storage;
- Restricted access areas;
- Confidentiality agreements;
- Regular reviews for personal data we should delete because it's outdated or unnecessary for the original purpose;
- Shredding and secure disposal;

While no system is absolutely secure, we take every reasonable precaution to protect your data and to respect your privacy.

### **Confidentiality of Personal Data**

EFC Limited requires all its volunteers to maintain the confidentiality of the personal data you handle. Further, we expect you to voice or escalate any concerns you have about the way EFC Limited handles personal data. Data and privacy protections are only as strong as the weakest link, so we rely on a solid team effort!

### **Recipients**

In order to provide the services and experiences that we offer, we rely on a little help from our partners to process your information and communication requests. We will always tell you who those partners are for your specific situation, and what it is that they do. We will also always tell you whether or not they have any access to your personal data, or if they only handle your data in its encrypted form. Our contracts with these third parties require them to maintain the confidentiality of the personal information we provide to them, only act on our behalf and under our instructions, and

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not use information for purposes other than the product or service they're providing to us or on our behalf.

### **Review**

We aim to reviewing our data protection and privacy policies and procedures at least once a year, and more often if necessary to account for changes in the law or in the way we do things.

### **Website Data Processing**

Here's what we do on EFC Group's website:

1. **Purpose** – We collect and process your personal data to:
  - a. Provide you with the services you seek from our website:
    - i. Information you provide helps us respond to your customer service requests and support needs more efficiently.
  - b. Improve our website and our services,
    - i. We may use the feedback you provide to improve our products and services.
  - c. Ensure the security of our website.
  - d. Improve our marketing.
  - e. Send you periodic emails,
    - i. We may use the email address to respond to enquiries, questions and other requests.
2. **Relevant Cookies**
  - a. Cookie/tracker types
    - i. Required - Enable navigation and basic functionality
    - ii. Functional – Enable analysis of website usage to offer settings and personal experience
    - iii. Advertising – Enable us to assess the effectiveness of our marketing and advertising efforts. The cookies are from third-parties, but they are for our use, namely, to analyse and track site visit and sign-ups.
3. **Categories of Personal Data**
  - a. Categories of personal data
    - i. Name
    - ii. Email Address
    - iii. Contact number
  - b. Provided by data subject
  - c. Without prior consent, will not make use of personal data such as IP address, device and browser information, or time and number of times you click on links or open emails.
4. **Data Recipients**

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- a. Do not sell, or rent; do not share except as provided herein
  - b. Use third party processors
  - c. Social media features are governed by privacy policy of respective platforms
  - d. Disclaim responsibility for links to third party references
  - e. Respond to law enforcement requests, or to protect rights, personal property, or personal safety of EFC Limited, customers, or any third party.
- 5. Email Communication**
- a. Only will email if you opt-in
  - b. Can unsubscribe any time
  - c. Can consent to let EFC Group track success of email campaigns
    - i. Limited access
    - ii. Limited purpose
- 6. Technical and Organisational Protection**
- a. Use adequate physical and technological security measures to protect data
  - b. Limit organisational use and access to personal data
  - c. Provide training to volunteers on data protection and privacy best practices, require them to enter into confidentiality agreement
  - d. Use all reasonable efforts, but cannot guarantee absolute security.
- 7. Rights of data subjects:**
- a. Withdraw Consent
  - b. Information & Access
    - i. The subject has the right to access their personal data at any time by sending an email to our data guardian.
  - c. Objection
    - i. The subject has the right to object any of his personal data to be processed by EFC Limited.
  - d. Data portability
    - i. The subject has the right to request EFC Limited to transfer their personal data to another controller in a plain simple electronic form by sending an email to our data guardian.
- 8. Rights of state agency:**
- a. A state agency can request to access subject data by sending an email to data guardian listed above in this document
- 9. Contact Info**
- a. General Contact: Equality for Children Limited, Outhouse Building, 105 Capel St , Dublin 1 Ireland. Email address: [info@equalityforchildren.ie](mailto:info@equalityforchildren.ie)
  - b. Data Guardian: The EFC CEO can be contacted at [ceo@equalityforchildren.ie](mailto:ceo@equalityforchildren.ie).

## Specific Cookie Policy

Equality for Children respects the privacy of all visitors to our website. This Cookie Policy outlines our policy concerning the use of cookies, web beacons, SDKs and similar technologies.

We may update our Cookie Policy from time to time to reflect any changes in technology or legislation or our data use policies which may affect the way in which cookies and similar technologies are used by us and how you as a user, can manage them.

### **What Are Cookies, Web Beacons etc.?**

Cookies, web beacons and similar technologies are small text files placed in your computer, tablet, mobile or other device.

This can also then be used to recognise when your device visits a particular website or app or clicks on a particular link on RTÉ and others' websites and apps or when you open emails we send you, or links in them.

### **Your Choices**

More information about cookies and details of how to manage or disable them can be found on [www.aboutcookies.org](http://www.aboutcookies.org).

Your device or browser may also enable you to control the collection of data from your device – see your device and browser instructions for more information in this respect.

### **Which Cookies, Web Beacons etc. Does Equality for Children Use?**

The cookies, web beacons and similar technologies that are used in connection with our website and apps can be categorised as follows:

#### **Operationally necessary**

These cookies etc enable services you have specifically asked for, some examples of these include:

- Identifying you as being signed into Equality for Children and keeping you logged in throughout your visit - these cookies etc. don't usually contain any personally identifiable information
- Performance Related - these cookies, web beacons etc. are used to collect statistical information about visitors of our website and apps and the pages they view, as well as whether you open emails we send you, or links in them. These cookies, web beacons etc. don't collect information that identifies a visitor by name. We use these cookies to

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understand what content is popular, which helps us to improve our website, apps and marketing communications. All information these cookies, web beacons etc collect is aggregated and used on a de-personalised basis.

- Functional Related - these cookies, web beacons etc allow the website or app to remember choices you make and provide enhanced and more personal features. Some Examples of such features include;
- Remembering your preferences and settings such as redirect to mobile version of the site when you are browsing with a smart phone
- Other Third Party Cookies - when you visit a page with content embedded from, for example, YouTube or Facebook or social media widgets like the Facebook like button, these service providers may use their own cookies etc. We do not control the use of these cookies etc. and cannot access them due to the way that these technologies work, as they can only be accessed by the party who originally set them.
  - You should check the third party websites for more information about these cookies etc.