

## **LifeLine Privacy Policy**

LifeLine service is provided by LifeNetwork Foundation. This privacy policy will explain how our Organization uses the personal data we collect from you when you use our LifeLineMalta.eu website.

### **What data do we collect?**

When you use this website contact us form, or you contact us via phone, email or post, we would be collecting the personal data that you provide us. If you use this website's contact us form we will be collecting your Name, Surname, Email, Phone Number and your Message.

Information submitted via the chat service as found in the link within this site is run and controlled by a third party, namely, OptionLine.org. No personal information supplied and submitted to OptionLine chat service is referred back to LifeLine unless it is requested by you.

### **How do we collect your data?**

You directly provide LifeLine with the data we collect. We collect data and process data when you:

- Voluntarily send an email.
- Submit voluntarily information through the Contact Us form
- Use or view our website via your browser's cookies.
- When you make a request to Option Line chat third party service to pass your personal information to Life Line.

### **How will we use your data?**

LifeLine collects your data so that we can:

- Provide advice, accompaniment and support if specifically required and asked for by the user. (Emails, contact us form)
- Give a more user-friendly experience (cookies)
- In the collection of data we take the minimalist approach and data is deleted after 2 years of termination of service or when you inform us not to hold any longer your personal data.

### **How do we store your data?**

Your personal information is stored on our systems which are based within the European Union.

We will use reasonably expected and industry standard security measures to protect your personal data whilst in our possession or when transferring this data to third parties.

## **What are your data protection rights?**

LifeLine would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request LifeLine for copies of your personal data. We may charge you a fee for this service.

**The right to rectification** – You have the right to request that LifeLine correct any information you believe is inaccurate. You also have the right to request LifeLine to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that LifeLine erase your personal data, under certain conditions as per applicable law.

**The right to restrict processing** – You have the right to request that LifeLine restricts the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to LifeLine's processing of your personal data, under certain conditions as per applicable law.

**The right to data portability** – You have the right to request that LifeLine transfers the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have a maximum of one month to respond to you. If you would like to exercise any of these rights, please contact us using any of the following options:

Email us at: [lifeline@lifefnetwork.eu](mailto:lifeline@lifefnetwork.eu)

Call us at: 2033 0023

Or write to us: LifeNetwork Foundation, Floor 3, No 7, Merchant St, Valletta, VLT 1171

## **OptionLine Chat Service**

As for data submitted through the chat service you may access, adjust, remove your personal information, by contacting Option Line directly at [webmaster@heartbeatinternational.org](mailto:webmaster@heartbeatinternational.org) as per their Privacy Policy.

## **Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## **How do we use cookies?**

When you visit our [lifelinemalta.eu](http://lifelinemalta.eu) website, we make use of

1. the Google Analytics cookie tracker to identify the use of our website and improve it, without making a direct reference to the visitor.
2. Through the embedded OptionLine.org chat service cookies are used solely with the purpose of personalizing the current user. OptionLine chat service do not link the information stored in cookies to any Personal Data you submit.

You can delete cookies using your browser's own *Clear History* function. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some website and app features or services may not function properly without cookies.

Most web browsers allow some control of cookies through the browser settings. It is important to note however that if you block cookies from our site or apps there are a number of functions that may not work, and you will need to reset your preferences each time you access the site.

## **Privacy policies of other websites**

Lifeline website contains links to other websites. Our privacy policy applies only to our website. If you click on a link to another website, you should read their privacy policy.

## **OptionLine Chat Service**

The chat service provided in this site is run by OptionLine and controlled by OptionLine.org. Make sure you read their Privacy Policy before engaging with their chat service.

## **How to contact the appropriate authority**

If you reside within the European Union and you have a concern about our use of your information, you can contact your local data protection authority.

A list of current European data protection authorities can be found at [https://edpb.europa.eu/about-edpb/board/members\\_en](https://edpb.europa.eu/about-edpb/board/members_en)

If you do not reside within the European Union and you have a concern about our use of your information, kindly contact the Information and Data Protection Commission on [www.idpc.org.mt](http://www.idpc.org.mt).