

St. HILDA'S SERVICES

PRIVACY STATEMENT

St. Hilda's Services takes your privacy seriously. It is important that you know exactly what we do with personal information that you and others provide to us, why we gather it and what it means to you. This document is being provided to you in line with our obligations under the General Data Protection Regulation (GDPR), which came into force on 25th May 2018. From that date, the GDPR, together with applicable Irish requirements, will amend existing data protection law and place enhanced accountability and transparency obligations on organisations when using your information.

The GDPR states that your personal data will be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with the purposes set out in the section below:
- Accurate, and where necessary, kept up to date.
- Kept in a form which permits identification of you for no longer than is necessary for the purposes for which the personal data is processed

1. What type of information we may hold on you?

- We hold data to identify you, your name, address, contact details and your relationship to the person to whom we supply supports and services.
- We may hold information about your medical conditions.
- We may hold information about your legal relationship to the person to whom we supply supports and services.
- We may hold information about your personal circumstances, marriage, family and living arrangements.
- We hold any information you may have supplied to us when your family member joined our Services.
- We may hold any information about you provided by other HSE, medical professionals, social workers etc.
- We may hold information which you have consented to us using as outlined in our Application Form.

2. When we collect your information.

We collect information that you give us, or Statutory Agencies give us when someone belonging to you joins our Services e.g. HSE Referral.

3. How and why we use your information and the legal basis.

We use and share your data only where -

- You have agreed or given explicit consent to the use of your data in a specific way and you can withdraw your consent at any time.
- When it is necessary in relation to the provision of services and supports to your family member.
- To contact you in an emergency relating to your family member.
- Used for our legitimate interests such as managing our Services including providing service information to you and your family member.
- Requesting and updating various levels of consent and consultation regarding issues surrounding individual's supports and services.
- To communicate general information re St. Hilda's Services or other activities that may interest parents i.e. forums, discussion groups, fundraising, new developments.
- Under legal obligation; HIQA / Child Protection.
- Lawful reasons for processing data under Article 6 of GDPR.

4. How we use automated processing or “analytics”.

St. Hilda's Services do not use any automated processing or analytics of your personal or sensitive information.

However by visiting our website please be aware you may be asked to accept cookies -

- a) We use cookies and/or similar technologies to analyse customer behaviour, administer the website, and to collect information.
We do this to personalise and enhance your experience with us.

A cookie is a tiny text file stored on your computer. Cookies store information that is used to help make websites work. Only we can access the cookies created by our website. You can control your cookies at the browser level. Choosing to disable cookies may hinder your use of certain functions.

We use cookies for the following purposes:

- Necessary cookies – these cookies are required for you to be able to use some important features on our website. These cookies don't collect any personal information.
- Functionality cookies – these cookies provide functionality that makes using our service more convenient and makes providing more personalised features possible. For example, they might remember your name and email in forms so that you don't have to re-enter this information next time.
- Google Analytics cookies – these cookies are used to track the use and performance of our website and services.

You can remove cookies stored in your computer via your browser settings.

We use Google Analytics to measure traffic on our website. Google has their own Privacy Policy. If you'd like to opt out of tracking by Google Analytics, visit the Google Analytics opt-out page.

b) Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the Privacy Statement applicable to the website in question.

5. With whom we might share your information.

- Statutory or regulatory bodies including central and local government, and law enforcement authorities under disclosure orders or other relevant regulations.
- Healthcare and medical consultants to ensure the safe delivery of appropriate supports and safe services to your family member.
- Front line staff or key workers to support the effective and efficient delivery of supports and services to your family member.

6. How long we hold your data.

How long we hold your data is subject to legislation and regulatory rules we must follow, set by authorities such as the Department of Health, TUSLA and the Health Service Executive (HSE). Usually this means that we hold your data while your family member is with our Services and for a period thereafter in line with our Documentation Management Policy.

7. Your Rights.

From the 25th May 2018, you will have several enhanced rights in relation to how we use your information, including the right, without undue delay to:

- The right to access personal information an organisation holds on you.
- The right to obtain copies of personal data an organisation holds.
- The right to have inaccuracies corrected.
- The right to have information erased.
- The right to object.

If we are unable to deal with your request fully within a calendar month (due to the complexity or number of requests) we may extend this period by a further two calendar months and shall explain the reason why. If you make your request electronically, we will try to provide you with the relevant information electronically.

You also have the right to complain to the Data Protection Commissioner.

You can contact the Office of the Data Protection Commissioner at:

Telephone:	+353 57 8684800 +353 (0)761 104 800
Lo Call Number	1890 252 231
E-mail	info@dataprotection.ie
Postal Address	Data Protection Commissioner Canal House Station Road Portarlinton R32 AP23 Co. Laois Ireland

8. How to contact us regarding Data Protection.

If you have questions about how we use your information, you can ask your Service Manager or email dataprotection@sthildas.ie

9. Updates

We may have to update our Data Privacy Notice from time to time. Any updates will be made available to you.

10. What do I do now?

You do not need to do anything following receipt of this notice. We wish to assure you that we are continuing to work on compliance with the GDPR and Irish legislation.