



## HSE Privacy Notice Summary



### Purpose

The Health Service Executive (HSE) is committed to protecting all personal data which it collects, uses, and stores. The purpose of this leaflet is to explain how we collect and use your personal information during the provision of our services whether it is within an Acute Hospital setting or a Community setting.

Please read our full Privacy Notice at [www.hse.ie/eng/gdpr](http://www.hse.ie/eng/gdpr)

### How we obtain information

We must collect your personal data in order to provide our services. We may collect this information from a variety of sources, such as directly from you by our HSE staff, from your GP, your dentist, your social worker, your pharmacist, an ambulance service provider or from a carer or a family member.

### What information do we process?

To allow us to provide services to you, we collect and process various categories of personal information across both the acute services and community services.

#### Information collected may include:

1. Personal details about you, such as your date of birth, home address, contact details (e.g. mobile phone number) next of kin, financial information.
2. Medical information such as medical history, family medical history, as well as any other reports or notes relating to your health needs.
3. Results of investigations such as x-rays, laboratory results or other relevant reports.
4. Relevant information from other health and social care professionals, your carers or relatives.
5. Other information that may be collected include: patient feedback, complaints submitted, call logs etc.

### Why do we process your information?

- To diagnose patients and provide needed care.
- To carry out administrative processes including auditing, means and eligibility assessments.
- To verify insurance details and process payments.
- For reimbursement purposes to contractors.
- To protect wider public health interests through reporting of incidents, infectious diseases and other information as necessary.
- To collect information that will aid in implementing improvements to health and social care services.
- To collect statistics on Health Service performances.
- To conduct health research
- To provide training and development to staff.
- To investigate complaints, legal claims or adverse incidents.
- To remind you of appointments by text.

### Who is your data shared with?

- Medical consultants, healthcare administrators, healthcare providers both across the acute and community services on a need-to-know basis.
- We may also share your data with anyone you authorise us to communicate with on your behalf, such as family and friends.
- Other third parties including your legal representatives, insurance provider for payment purposes as required. The current list of categories of third parties with whom personal data is shared may be found on our website [www.hse.ie/eng/gdpr/disclosees/disclosees.pdf](http://www.hse.ie/eng/gdpr/disclosees/disclosees.pdf)
- In some cases, we may transfer your information to other hospitals / organisations in other countries which is necessary to provide you with the necessary health and social care services.

### How do we securely retain your records?

Your records are secured in line with HSE Information Security Policies which are aligned to industry good practice. All staff working for the HSE have a legal duty to keep information about you confidential and staff complete General Data Protection Regulations (GDPR) training to ensure that your data is kept secure.

### How long do we retain your information?

We will only retain information for as long as necessary. Records are maintained in line with the recommendations of the HSE retention policy, which can be found at [https://assets.hse.ie/media/documents/ncr/20240507\\_HSE\\_Record\\_Retention\\_Policy\\_V2\\_1iPa11T.pdf](https://assets.hse.ie/media/documents/ncr/20240507_HSE_Record_Retention_Policy_V2_1iPa11T.pdf)

## What is the Legal basis for processing your data?

The HSE's lawful basis for processing personal data of service users is as follows:

- The processing is necessary for a task carried out in the public interest or in the exercise of official authority vested in the controller. For the HSE, this official authority is vested in us through the Health Act 2004 (as amended).
- The processing is necessary in order to protect the vital interests of the person. This would apply in emergency situations such as in the Emergency Department when a service user is unconscious, or in the sharing of information with other emergency services for rescue situations.

## What Special categories of data do we process?

The HSE will only process special categories of personal data where it is necessary for:

- the purposes of preventative or occupational medicine;
- the assessment of the working capacity of an employee,;
- medical diagnosis,;
- the provision of healthcare, treatment or social care;
- the management of health or social care systems and services;
- or pursuant to a contract with a health professional.

Processing of health data is lawful where it is undertaken by or under the responsibility of:

- a health practitioner;
- or a person who in the circumstances owes a duty of confidentiality to the service user/patient that is equivalent to that which would exist if that person was a health practitioner. For example the Outpatient clinic secretary, the Emergency Department receptionist, Primary Care Centre staff etc. all are legally responsible for processing your personal data;

If the purpose of the processing is for a reason other than the legal basis above, we will seek explicit consent to process your sensitive personal data (referred to as 'special categories' of data under the GDPR).

## What are your rights?

You have certain legal rights concerning your information, and the manner in which we process it. This includes:

- a right to get access to your personal information;
- a right to request us to correct inaccurate information, or update incomplete information;
- a right to request that we restrict the processing of your information in certain circumstances;
- a right to request the deletion of personal information excluding medical records;
- a right to receive the personal information you provided to us in a portable format;
- a right to object to us processing your personal information in certain circumstances;
- a right to lodge a complaint with the Data Protection Commissioner.

You can access your health records by making a subject access request (SAR) and forms are available for this purpose at:

[www.hse.ie/eng/gdpr/SARForm](http://www.hse.ie/eng/gdpr/SARForm)

HSE Data Protection Office Locations	Contact details
Data Protection Officer (DPO) HSE HSE National Data Protection Office, Dr Steevens Hospital, Steevens Lane, Dublin 8 D08 W2A8	DPO <a href="mailto:dpo@hse.ie">dpo@hse.ie</a>
Deputy Data Protection Officer West <ul style="list-style-type: none"> <li>• CHO 1 – Cavan, Donegal, Leitrim, Monaghan, Sligo</li> <li>• CHO 2 – Galway, Mayo, Roscommon</li> <li>• Mid-West Community Healthcare</li> <li>• Saolta University Health Care Group</li> </ul>	Deputy DPO West <a href="mailto:ddpo.west@hse.ie">ddpo.west@hse.ie</a> Tel: 091-775373
Deputy Data Protection Officer Dublin North-East (excluding voluntaries) <ul style="list-style-type: none"> <li>• Midlands, Louth, Meath Community Health Organisation</li> <li>• Community Health Organisation Dublin North City &amp; County</li> <li>• CHO 6 – Dublin South East, Dublin South &amp; Wicklow</li> <li>• RCSI Hospital Group</li> <li>• National Children's Hospital</li> </ul>	Deputy DPO Dublin North East <a href="mailto:ddpo.dne@hse.ie">ddpo.dne@hse.ie</a> Tel: 046-9251265 Tel: 049-4377343
Deputy Data Protection Officer Dublin mid-Leinster (excluding voluntaries) <ul style="list-style-type: none"> <li>• Dublin Midlands Hospital Group</li> <li>• Ireland East Hospital Group</li> <li>• Community Healthcare Dublin South, Kildare &amp; West Wicklow</li> </ul>	Deputy DPO Dublin Mid Leinster <a href="mailto:ddpo.dml@hse.ie">ddpo.dml@hse.ie</a> Tel: 057-9357876 Tel: 045-920105
Deputy Data Protection Officer South (excluding voluntaries) <ul style="list-style-type: none"> <li>• Cork &amp; Kerry Community Healthcare</li> <li>• CHO 5 – Carlow, Kilkenny, South Tipperary, Waterford &amp; Wexford</li> <li>• UL Hospital Group</li> <li>• South South-West Hospital Group</li> </ul>	Deputy DPO South <a href="mailto:ddpo.south@hse.ie">ddpo.south@hse.ie</a> Tel: 021-4928538