

SCIL Privacy Notice

October 2024



Contents

1. Purpose	3
2. The information we process.....	3
3. Legal basis for processing.....	3
4. How we obtain information	3
5. Your rights	4
6. Access to your records	4
7. Who is the data controller?	4
8. How do we use your information?	4
9. What other use is made of your Information	5
10. Sharing Information	5
11. Transferring information overseas	5
12. How do we keep your records secure and confidential?	5
13. Retention period	5
14. Contact details	5

1. Purpose

Sligo Centre for Independent Living CLG (SCIL) is committed to respecting your right to privacy and to the protection of your personal information under the Data Protection Acts 1988-2018 and the General Data Protection Regulations (GDPR). The purpose of this privacy notice is to explain how we collect and use personal information for the provision of our services and the day to day running of our business.

2. The information we process

We may collect and process various categories of personal information in order to provide services to our service users and to third parties who may commission SCIL to provide these services, such as the Health Service Executive (HSE), Túsla and other public or private healthcare and disability agencies. Information we collect may include:

- Your personal details (e.g. name, date of birth, address, next of kin, contact details).
- Information relating to mental health, physical and sensory disability, and intellectual disability, and how we will provide services to meet our service users' and their families' needs with respect to these.
- Relevant information from other health and social care professionals, other healthcare agencies and your carers and relatives.
- Information relating to personal financial affairs where this is relevant to the provision of our services.

We may also process certain special categories of information, which may include personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership; data concerning health; and data concerning a person's sex life or sexual orientation. The processing of special categories of personal data is permitted in circumstances as set out in Article 9 of the GDPR.

3. Legal basis for processing

SCIL has a lawful basis for processing the above information as follows:

1. The processing of the data is necessary in order to protect your vital interests (the "data subject") as per Article 6(1)(d) of the GDPR. This is to ensure that we have full regard to any information that is relevant and/or necessary for us to safely provide our services to you.
2. The processing of the data is required as part of our provision of services to the HSE, Túsla or other healthcare or disability agency, the "data controller" (see 7 below). This is in scenarios where SCIL has been commissioned to provide services by such an agency, and the data we process is relevant and necessary for the provision of those services.

We will only process special categories of personal data where it is necessary for the provision of healthcare, disability services or social care or where it is required under contract with a healthcare or disability agency such as the HSE, Túsla, or another third-party agency.

Processing is lawful where it is undertaken by or under the responsibility of a person who in the circumstances owes a duty of confidentiality to the data subject that is equivalent to that which would exist if that person were a public health practitioner.

4. How we obtain information

We may obtain your information from a variety of sources, including information you give to us. While we are providing our services to you, health specific data may be collected by our employees (Healthcare and Personal Assistants and administrative staff) and held on your client file (this can be paper and/or electronic).

We may also receive personal information about you from third parties, for example HSE, Túsla or other third-party agency, social or care workers, or family members or friends. There may also be times when information is collected from your relatives or next-of-kin in emergency situations where you may not be in a position to provide this information yourself, and the information is necessary to ensure your safety and well-being.

5. Your rights

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

- get access to your personal information (this is called a “subject access request”; see 6 below).
- request us to correct inaccurate information or update incomplete information.
- request that we restrict the processing of your information in certain circumstances.
- request the deletion of personal information excluding medical records.
- receive the personal information you provided to us in a portable format (this means in a way that you can easily share it with another party if you require it, e.g. in electronic format).
- object to us processing your personal information in certain circumstances.
- lodge a complaint with the Data Protection Commission (DPC). Contact details for the DPC are available at www.dataprotection.ie.

Some of these rights only apply in certain circumstances and so are not guaranteed or absolute rights. Please contact SCIL if you have any queries or concerns about your rights.

6. Access to your records

You can access your records by making a subject access request (SAR) and forms are available for this purpose at www.scil.ie/privacy. You may also write to us at Data Protection Officer, Sligo Centre for Independent Living, 45 High Street, Sligo F91 WC79. It is important that you provide satisfactory evidence of identification and a sufficient description of the specific data that you are looking for.

7. Who is the data controller?

The data controller in most instances will be the agency who commissions our services to you. In some cases, both the agency and SCIL will be deemed joint data controllers (a data controller is a person, company or body that decides how and why your personal data is processed).

8. How do we use your information?

We use your information to manage and deliver our services to you safely and effectively, to ensure that the right decisions are made about your care plan, and so that we can co-ordinate with other agencies that may be involved in your care. Your information may be used to:

- Review the care and services provided to ensure they are of the highest standard possible and to evaluate and improve the safety of our services. This can be carried out by multiple quality improvement methods e.g. accreditation, internal reviews, and satisfaction surveys.

- Investigate complaints, legal claims and adverse incidents.
- Provide training and development to our employees.
- Invoicing, billing and account management.
- Contacting you by phone, text or email in relation to our services.

9. What other use is made of your Information

We may provide statistical information to other agencies or disability organisations for research and development purposes. We will anonymise this information so that you cannot be identified individually. If it is not possible to anonymise the information, you will be contacted for your consent.

10. Sharing Information

We may share the personal information we collect with the agencies who commission our services to you, for example the HSE or Túsla, for the purpose of providing safe and effective services. We will only do so if there is a genuine need in order to ensure the highest quality of service is provided to you. We are careful only to share the information that is necessary for this purpose.

Anyone who receives this information is also bound by confidentiality and the data protection laws. In certain situations, we may have to disclose your personal information to other agencies, in accordance with legal requirements, i.e. Dept. of Social Welfare, Department of Health, the Courts etc., or in an emergency situation to prevent injury to you or to other persons.

11. Transferring information overseas

We will not transfer your information to any other country unless legally required to by law enforcement agencies.

12. How do we keep your records secure and confidential?

We are committed to ensuring that your information is secure with us and with the third parties who provide services to us, for example our healthcare management systems. We have a number of security precautions in place to prevent the loss, misuse or alteration of your information. All SCIL staff have a duty to keep information about you confidential. We have strict policies and procedures in place to ensure that information about you is safe, whether it is held in paper or electronic format.

13. Retention period

We will only retain information for as long as it is necessary, after which point it is permanently destroyed. We retain our records in line with the HSE national records retention policy.

14. Contact details

Please contact our Data Protection Officer if you have any queries in relation to the security of your personal information or if you wish to exercise any of your rights as described in Section 5 above.

If you wish to make a complaint about how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter. We hope that we can address any concerns you may have.