



Saint John of God Community Services

Data Protection Notice for Service Users

The General Data Protection Regulation (GDPR) is a new EU regulation which came into effect on 25th May, 2018. GDPR updates existing data protection law and will place a greater accountability on organisations when using your personal information and give you greater control over your personal information. This notice explains what information about you we process, why we process your information, who we share your information with and what your rights are with respect to your personal information.

What information do we process?

In order for Saint John of God Community Services to deliver services to you in an effective manner we need to collect and hold various pieces of personal and sensitive information about you. The information we collect varies depending on what type of service and support you receive.

Examples of the type of information we may hold include:

- **Personal Details** : Name; Address; PPS Number; Gender; DOB; Religion; Next of Kin and related details; Telephone number; Health Insurance details; Circle of Support contact details; inventory of personal possessions if availing of residential or respite supports.
- **Medical History**: including biometrics; prescribed medication; details of GP and other relevant medical professionals participating in your care and support; Hospital admissions; various medical test results.
- **Reports Notes Assessments** : Examples include Daily Records and observation reports; Accident and incident reports, Safety & personal evacuation plans; Person Centred Plans; Rights information and referrals; Multidisciplinary case notes and assessments; Behaviour support plans; multi-disciplinary Records; End of Life Plan; Complaints; general notes and details of appointments, and so on.
- **Health & Safety** : Accident and incident reports, Safety & personal evacuation plans ; Health Assessments.
- **Financial & Legal** : Financial Institution details and account numbers; Financial Statements; income and expenditure records and receipts if we are supporting you with managing your finances while availing of residential or respite supports ; Last Will & Testament.
- **Others** : Personal Photos, Videos, & CCTV

Why do we have this information

We have this information because we have a contract with you and the HSE to provide you with services and supports. We have a vested interest in ensuring that the information we hold about you is up to date to ensure we give you the best service possible. We are bound to hold your information as set out by the law in relation to Data Protection, and various Health and Finance Acts.

How is your Information Shared

It is up to us to protect this information and share it only with those who need to know in order to give you the best service we can. We share your information with people who work closely with you so that they can do their job. We may share some information with the various state bodies as part of our legal compliance and for funding purposes. We may share some of your information with people you have said we could, for example members of your family. We may share some of your information with some suppliers to ensure you receive the appropriate aid. We may share some of your information with healthcare professionals. If for example you needed to go to hospital in an emergency we will share your details and medical history with the hospital.

What are your rights under data protection law?

You have the right to know about and look at the information we hold about you. The new regulation say that we have to get back to you within 30 days to let you know how you can see your information, or a reason why we have refused your request. If we refuse your request to access your information, or you are not happy with what we are doing with your information, you can contact the Data Protection Commissioner's Office, Canal House, Station Road, Portarlington, Co. Laois R32 AP23 or at info@dataprotection.ie.

The Data Protection Commissioner will check to see if we are holding your information within the law, and will ask us why we have refused your request. If we do not have a lawful reason for refusal they will direct us to release your information to you.

We are telling you this because the GDPR requires us to ensure that you know we have personal and sensitive information about you, why we have it, and what we do with it. You have the right to ask questions about the information we hold and to correct any information you think is incorrect in relation to you. Saint John of God Community Services do not use any automated processing in relation to your data. If we wish to use your information for any other purpose outside of service delivery and any legal obligations we need to ask you for your consent and you have a choice to grant it or not.

What do you need to do about this

You do not need to do anything about this notice, you just need to know that we keep your personal and sensitive information safe and only use it for the purpose of providing you with the best service we can.

If you have any questions about Data Protection or GDPR, you can contact our Data Protection Officer at dpcs@sjog.ie or the Operations Manager in your service.

Operation Managers Contact Details

Kerry Services: liam.healy@sjog.ie

North East Services: noel.carr@sjog.ie

Dublin South East: michelle.thunder@sjog.ie

Liffey Services : elisa.doyle@sjog.ie

Community Mental Health Services : sheila.banks@sjog.ie