



Privacy Statement for Patients & Families

The Research Foundation takes your privacy seriously. The following information sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

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 available 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, including a right to object to processing of your personal information where that processing is carried out for the delivery of our Services. Please take the time to read this notice carefully. If you are under 16 years of age, please read this summary with a parent or guardian and ensure you understand it. If you have any questions about how we use your information, please contact our Data Protection Officer at the details below.

This summary explains the Research Foundation's data practice and tells you about the information we collect about you.

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

- We hold data to identify you, your name address and contact details
- We hold information about your medical conditions.
- We hold information you may have supplied to us when you or your family member joined our Services.
- We hold information about you provided by other parties e.g. HSE, medical professionals etc.
- We hold information which you have consented to us using, contact information etc..

2. When do we collect your information?

We collect information that you give us, or health professionals give us, when you or your family member uses our services.

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

We use and share your data only where:

- When it is necessary in relation to the provision of services and supports to you or your family member.
- You have agreed or given explicit consent to the using of your data in a specific way and you can withdraw your consent at any time. (Patient Consent Form).

- To contact you in an emergency relating to you or your family member.
- Used for our legitimate interests such as managing our services such as invoice for services, to process credit card payments, and providing service information to you or your family member.
- Under legal obligation.

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

We do not use any automated processing or analytics of your personal or sensitive information.

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 you or your family member.
- Third parties with whom we need to share your information to facilitate the delivery of appropriate supports and safe 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 and the Health Service Executive. Usually this means that we hold your data while you or your family member is with our services and for a period thereafter in line with our records retention and destruction policy.

7. Your rights?

You now have several enhanced rights in relation to how we use your information, including the right, without undue delay to:

- Find out if we use your information, access your information and receive copies of your information (subject to written request and provision of identification).
- Have inaccurate / incomplete information corrected and updated.
- Object to particular use of your personal data for our legitimate business.
- In certain circumstances, to have your information deleted or our use of your data restricted.
- Exercise the right to data portability (i.e. obtain a transferable copy of your information we hold to transfer to another provider).
- To withdraw consent at any time where processing is based on consent.

If you wish to exercise any of your data rights you can contact us as follows:

Manager,
The Research Foundation
Royal Victoria Eye and Ear Hospital
Adelaide Road.
Dublin 2.
Tel: 00 353 1 6343630

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 76 1104800

Lo Call Number: 1890 252 231

Email: info@dataprotection.ie

Postal Address: Data Protection Commissioner
Canal House
Station Road
Portarlinton
Co. Laois
R32 AP23

9. Updates:

We may have to update our Data Privacy Notice from time to time. Any updates will be made available and where appropriate on our web site www.researchfoundation.ie