

Client Data Privacy Notice

The identity and contact details of the controller:

West Limerick Independent Living CLG. Sheehan's Road, Newcastle West, Co. Limerick, Eir Code V42 EE38 Tel: 069 77320 or 069 78020 Email: info@limerickcil.com Website: www.limerickcil.com

The contact details of the Data Protection Officer (DPO), if applicable:

Contact Data Protection Officer at Tel: 069 77320 and ask for Gerard O'Connor Manager at info@limerickcil.com or Lynda McElligott Service Manager at lynda@limerickcil.com or you can write to these individuals using the address of Sheehan's Rd, Newcastle West, Co. Limerick.

The purposes and legal basis for the processing:

As your personal support service provider, West Limerick Independent Living needs to keep and process information about you for normal service delivery purposes. The information we hold and process will be used for our management and administrative use only. We will keep and use it to enable us to run the organisation and manage our relationship with you effectively, lawfully and appropriately, during the assessment process, whilst you are providing a service to you, at the time when your service ends and after you service ends. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

The sort of information we hold includes your Referral form, Care Plan, Risk Assessments and your Client Service Agreement and any amendments to it; correspondence with or about you, for example letters or emails to HSE about your service or, at your request, correspondence to OT's regarding equipment; contact and emergency contact details; records of respite, sickness or hospitalisation; and records relating to your medical history; and where necessary your vehicle insurance policy and proof of identification.

You will, of course, inevitably be referred to in many service documents and records that are produced by your PA's and your service coordinators in the course of carrying out your duties. You should refer to the Data Protection Policy which is available at www.limerickcil.com or in paper format from our offices, Sheehan's Rd, Newcastle West.

Much of the information we hold will have been provided by you, but some may come from other internal sources, such as your line manager, or in some cases, external sources, such as HSE.

In addition, we may monitor computer, CCTV and telephone/mobile telephone use, as detailed in the employee handbook available at office or http://www.limerickcil.com/policies_and_procedures.html We also keep records of your hours of service by way of our PA's clocking on and off mobile app system.

Where the processing is based on legitimate interest, details of what these interests are:

As an organisation that delivers social care services, we may sometimes need to process your data to pursue our legitimate business interests, for example to prevent fraud, accident reporting, administrative purposes or reporting potential crimes. The nature of our legitimate interests are; where the processing enables us to deliver, enhance, modify, personalise or otherwise improve our services for the benefit of our service users. Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights. You have the right to object to this processing if you wish.

The recipients or categories of recipients of the personal data, if any i.e. to whom the data will be disclosed:

We will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you, for instance we may need to pass on certain information to the HSE.

Details of any transfer to a third country and in relation to any transfers outside of the EU, reference to the safeguards in place and the means by which to obtain a copy of them:

We do not have any arrangements or requirements to transferring your personal data to third countries outside of the EU.

The retention periods or the criteria used to determine that period:

We only retained personal data for as long as necessary. The retention periods can differ based on the type of data processed, whether any legal requirements apply for the retention of any particular data, e.g. tax law; employment law etc. The criteria used for determining how long your personal data will be stored for is detailed in Data Retention, Rectification Erase Policy available at office on Sheehan's Rd, Newcastle West.

Details on right to request access to and rectification/deletion of personal data. Rights to object to processing and the right to data portability:

On request all Data Subjects have a right to obtain a copy of any information relating to them. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability. If a Data Subject seeks to have any of his or her personal data rectified or erased, this will be done within 30 days of the request being made provided there is reasonable evidence in support of the need for rectification or erasure. A Data Subject can download a personal data request form from http://www.limerickcil.com/policies_and_procedures.html or available at office.

If processing is based on consent, the right to withdraw consent:

If you have provided consent for the processing of your data, you have the right in certain circumstances to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

Whether the provision of personal data is a statutory or contractual requirement, as well as details on whether the data subject is obliged to provide the personal data and the consequences of failure to provide it:

As your personal support service provider, West Limerick Independent Living needs to keep and process information about you for normal service delivery purposes. We will keep and use it to enable us to deliver a personal support service to you and manage our relationship with you effectively, lawfully and appropriately. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

Details of any automated decision making, including details of the logic used and consequences for the individual:

West Limerick Independent Living CLG do not operate a system of automated individual decision-making (making a decision solely by automated means without any human involvement); and profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process

The right to lodge a complaint with a supervisory authority:

Every Data Subject has the right to make a complaint if their legal rights are not fully upheld. The Data Protection Commissioner will help you in ensuring that your legal rights under the General Data Protection Regulation (GDPR) are upheld.

Data Protection Commissioner

Telephone +353 57 8684800 or +353 (0)761 104 800 Lo Call Number 1890 252 231

Fax +353 57 868 4757 E-mail info@dataprotection.ie

Postal Address

Data Protection Commissioner. Canal House, Station Road, Portarlinton, R32 AP23 Co. Laois.

Changes to this Privacy Policy

We may periodically modify the provisions of this Privacy Policy and encourage you to review it from time to time in order to stay up to date with the most recent developments in the area of the protection of your personal data. In the event of significant changes, we may also choose to notify you via email should we have your email address in our records.

Updated versions of this Privacy Policy will be published on our website.