

PRIVACY STATEMENT SUMMARY FOR FAMILIES

Corlann takes your privacy seriously. 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 being provided to you in line with our obligations under the General Data Protection Regulation (GDPR). GDPR, together with the Data Protection Act places 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 Corlann'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, contact details and your relationship to the person to whom we supply supports and services.
- We may hold information about your medical conditions.
- We may hold information about your legal relationship to the person to whom we supply supports and services.
- We may hold information about your personal circumstances, marriage, family and living arrangements.
- We hold any information you may have supplied to us when your family member joined our Services.
- We may hold any information about you provided by other people and organisations such as the HSE, medical professionals, social workers, etc.
- We may hold information which you have consented to us using.

2. When we collect your information.

We collect information that you give us, or health professionals give us, when someone belonging to you joins our Services.

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

We use and share your data only where

- 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.
- When it is necessary in relation to the provision of services and supports to your family member.
- To contact you in an emergency relating to your family member.
- Used for our legitimate interests such as managing our Services including providing service information to you and your family member.

- Requesting and updating various levels of consent and consultation regarding issues surrounding individual's supports and services.
- 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.

- Third parties with whom we need to share your information to facilitate the delivery of appropriate supports and safe services to your family member.
- 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 your family member.
- Front line staff or key workers to support the effective and efficient delivery of supports and 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, TUSLA and the Health Service Executive. Usually this means that we hold your data while 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 have the right to:

- Find out if we use your personal information, access your information and receive copies of your information;
- 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); and
- 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 at the appropriate Corlann Region where your family member is supported, and the local Corlann Data Protection Representative (DPR) will facilitate you.

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 (0)761 104 800
Lo Call Number	1890 252 231
E-mail	info@dataprotection.ie
Postal Address	Data Protection Commissioner Canal House Station Road Portarlinton R32 AP23 Co. Laois, Ireland

8. How to contact us and our Data Protection Officer

If you have questions about how we use your information, you can reach our Data Protection Officer at dpo@corlann.ie or by mail at: National Office, Data Protection Officer, Kilcornan House, Clarinbridge, Co. Galway, H91 K2E9 Ireland.

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.corlann.ie.

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