

People Supported by the Service

The EU General Data Protection Regulations place a greater accountability on organisations when using your personal information and give you greater control over your personal information.

In order for Corlann to deliver services to you in an effective manner we need to collect and hold personal and sensitive information about you.

This information includes, your name, gender, date of birth, religion, address, phone numbers, next of kin and related details, medical history, behaviour support plans, your likes and dislikes, financial details, multi-disciplinary reports, dental, GP appointments, and so on.

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.

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.

You have the right to know about and look at the information we hold about you.

To do so you can contact Corlann's Data Protection Officer on dpo@corlann.ie or by mail to the Data Protection Officer, National Office, Kilcornan House, Clarinbridge, Co. Galway H91K2E9.

The law says 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 make a complaint to the Data Protection Commissioners Office. You can do this via their web site <https://forms.dataprotection.ie/contact> or you can ask for help by appointing an advocate or your key worker and we will support you to contact the Data Protection Commissioner's Office.

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 you. 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.

Corlann does 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 or legal obligations we need to ask you for your consent and you have a choice to grant it or not.

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 don't understand this notification please use the Easy to Read version or ask someone to help you understand.