

Privacy Policy

1. INTRODUCTION

Welcome to Trinity Community Care CLG. This policy explains how we handle and use your personal information and your rights in relation to that information. Under the GDPR of May 2018, Trinity Community Care CLG is the controller of that information.

The Trinity Community Care CLG (“The Organisation”, “we”, “our” or “us”) is committed to protecting and respecting your privacy.

This Privacy Policy explains why and how we will use the personal information that we have obtained from you or others, with whom we share it and the rights you have in connection with the information we use. Please read the following carefully.

This policy describes the way we handle and use the personal information that we obtain from all the different interactions you may have with us as a business, including when you visit our office, social media pages or website currently located at <https://www.trinitycommunitycare.ie/> or when you contact us.

The Organisation is the controller in relation to the processing activities described below. This means that we decide why and how your personal information is processed. Please see the section at the end of this policy for our contact and legal information.

This policy was last updated on the date that appears at the top of this page.

2. PERSONAL INFORMATION WE COLLECT ABOUT YOU

We receive personal information about you that you give to us, that we collect from your visits to our facility, Site, and social media pages and that we obtain from other sources. We only collect personal information which we need and that is relevant for the purposes for which we intend to use it.

INFORMATION THAT WE COLLECT ABOUT YOU – ON SITE, ONLINE, BY PHONE, SOCIAL MEDIA, AND EMAIL:

When using our services, we will collect and gather the following categories of your personal data:

- Identity Data including first name, surname, gender, date of birth;
- Contact Data including address, e-mail address, telephone number;
- Next-of-Kin Data including name, address and telephone number;
- Profile Data including medical information;
- Service Data including information about services to be provided, schedule of care, care plan;
- Details of your care at assessment;
- Records from Supervision Visit;
- Your identification information when exercising the rights that you have in relation to our processing of your personal information (see further Your Rights in relation to your personal information);
- Your payment card details and, in relation to certain refunds, your bank account details;

HOW WE COLLECT YOUR PERSONAL DATA

Methods used to collect personal data from and about you include:

Direct interactions: You may give us your Identity, Contact, Next-of-Kin, Profile, and Service Data by filling in forms or by communicating with us.

Third parties: If you are a referral from the HSE, we will receive your referral form and personal data associated with it.

When you visit our Site we automatically collect:

- Details of your use of our Site namely traffic data, weblogs and statistical data, including where and when you clicked on certain parts of our Site and details of the webpage from which you visited it;
- The date and time you used our Site;
- The pages you visited on our Site and how long you visited us for;
- The website address from which you accessed our website;
- Cookie, pixels and beacon identification information (for more information please see our Cookie Policy).

3. USE OF YOUR PERSONAL INFORMATION

We use your personal information for a variety of reasons. We rely on different legal grounds to process your personal information, depending on the purposes of our use and the risks to your privacy.

We use your personal information in the following ways:

3.1 WHERE YOU HAVE PROVIDED CONSENT

We may use and process your personal information for the following purposes where you have consented for us to do so:

To contact you via email, online or by post (as you have indicated) regarding the service contract we are about to enter into or have entered into with you.

You may withdraw your consent for us to use your information in any of these ways at any time. Please see the 'YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION' section below for further details.

3.2 WHERE NECESSARY FOR US TO FULFIL A CONTRACT

We will use your personal information where this is necessary for us to perform our contract with you or to carry out any pre-contract steps you've asked us to so that you can enter into that contract, for the following purposes:

- Where it is necessary for us to provide services when referred from a third party i.e., HSE.

3.3 WHERE NECESSARY TO COMPLY WITH OUR LEGAL OBLIGATIONS

We will use your personal information to comply with our legal obligations:

- To keep a record relating the exercise of any of your rights relating to our processing of your personal information;
- To take any actions in relation to health and safety incidents required by law;
- To handle and resolve any complaints we receive relating to the services we provide;

3.4 WHERE NECESSARY FOR US TO PURSUE A LEGITIMATE INTEREST

We may use and process your personal information where it is necessary for us to pursue our legitimate interests as a business for the following purposes:

- Processing necessary for us to support you with your enquiries;
- Processing necessary for us to operate the administrative and technical aspects of our business efficiently and effectively;
- To administer our Site, and our social media pages and for internal operations, including troubleshooting, testing, statistical purposes;
- To verify the accuracy of data that we hold about you and create a better understanding of you as a service user;
- To comply with a request from you in connection with the exercise of your rights (for example where you have asked us not to contact you for marketing purposes, we will keep a record of this on our suppression lists in order to be able to comply with your request);
- For efficiency, accuracy or other improvements of our databases and systems, for example, by combining systems or consolidating records we hold about you;
- To enforce or protect our contractual or other legal rights or to bring or defend legal proceedings;
- To inform you of updates to our terms and conditions and policies;
- For other general administration including managing your queries, complaints, or claims, and to send service messages to you.

3.5 WHERE PROCESSING IS IN YOUR VITAL INTERESTS

We may need to use your personal information in certain limited, emergency situations to ensure your wellbeing.

4. DISCLOSURE OF YOUR PERSONAL INFORMATION BY US

We only disclose your personal information outside our business in limited circumstances. If we do, we will put in place a contract that requires recipients to protect your personal information, unless we are legally required to share that information. Any contractors or recipients that work for us will be obliged to follow our instructions. We do not sell your personal information to third parties.

We may disclose your information to our third-party service providers, agents and subcontractors (Suppliers) for the purposes of providing services to us or directly to you on our behalf, including the operation and maintenance of our Site, and social media pages.

When we use Suppliers, we only disclose to them any personal information that is necessary for them to provide their services and only where we have a contract in place that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.

Except as set out in this Privacy Policy, we do not disclose to any third party personal data that we collect or you provide to us.

We may disclose your personal data to third parties such as:

- The HSE who have referred you to our service and with whom we have a contract to provide the service to you.

- Your authorised representatives / next-of-kin.
- Third parties with whom we need to share your information to facilitate services you have requested such as healthcare professionals.
- Third parties with whom you ask us to share your information.
- If and when we contract with other entities that perform certain tasks on our behalf and who are under our control (“Service Providers”). This is required in order to provide and manage our operations. Such Service Providers include IT systems suppliers and support, data storage, IT developers, and other service providers.
- Professional advisors such as accountants, auditors, lawyers, bankers, insurers, and other outside professional advisors.
- Third parties to whom we may choose to transfer, or merge parts of our business or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy.
- Entities that regulate or have jurisdiction over Trinity Community Care CLG. We will disclose your personal data in order to comply with any legal obligation, if we are ordered to do so by a court of competent jurisdiction, law enforcement, regulatory or administrative authorities or in order to enforce or apply our contract and other agreements, or to protect the rights, property, or safety of Trinity Community Care CLG Service Users, or others.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our Service Providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. Unless prevented by applicable law, we will notify you when your personal data may be provided to third parties in ways other than explained above, and you may have the option to prevent such sharing at the time that we notify you.

5. TRANSFERS OF YOUR PERSONAL INFORMATION OUTSIDE OF EUROPE

We do not transfer your personal information outside of Europe. If we do so in the future, we’ll let you know and take measures to protect your personal information.

All information you provide to us is stored on our secure servers which are located within the European Economic Area (EEA).

If at any time we transfer your personal information to, or store it in, countries located outside of the EEA (for example, if our hosting services provider changes) we will amend this policy and notify you of the changes. We will also ensure that appropriate safeguards are in place for that transfer and storage as required by applicable law. This is because some countries outside of the EEA do not have adequate data protection laws equivalent to those in the EEA. If we transfer your personal information outside the EEA, we will only send the personal information subject to Standard Contractual Clauses or where we have an alternative safeguard in place in accordance with applicable law. Where they apply to our data transfer activities, we may rely on adequacy decisions by the European Commission about certain countries for data transfers to countries outside the EEA.

6. SECURITY AND LINKS TO OTHER WEBSITES

Trinity Community Care CLG is committed to protecting the personal data you provide us.

We take the security of your personal information seriously and use a variety of measures based on good industry practice to keep it secure. Nonetheless, transmissions over the internet and to our Site, and our social media pages may not be completely secure, so please exercise

caution. When accessing links to other websites, their privacy policies, not ours, will apply to your personal information.

Our physical records are stored either on-site or at Iron Mountain in Damastown Avenue, Dublin 15 and Unit 1 Gateway Business Park, Gallowshill, Athy, Co. Kildare. We store private records in secure, locked cabinets or storage facilities.

To prevent unauthorised access or disclosure of personal data under our control on our computerised systems, Trinity Community Care CLG has appropriate security management systems in place to safeguard the personal data we collect. Firewalls, intrusion detection and virus scanners are used. Encryption during transmission is also used where security is particularly important.

The transmission of information via the internet is not completely secure. Although we will do everything possible to protect your personal information, we cannot guarantee the security of any personal information during its transmission to us online. You accept the inherent security implications of using the internet and will not hold us responsible for any breach of security unless we are at fault.

Our site, and social media pages may contain links to other websites run by other organisations which we do not control. This policy does not apply to those other websites, so we encourage you to read their privacy policies. We specifically disclaim responsibility for their content, privacy practices and terms of use, and we make no endorsements, representations or promises about their accuracy, content or thoroughness. Your disclosure of personal information to third party websites is at your own risk.

7. THE PERIODS FOR WHICH WE RETAIN YOUR PERSONAL INFORMATION

We are obliged to retain certain information to ensure accuracy, to help maintain quality of service and for legal, regulatory, fraud prevention and legitimate business purposes.

We retain personal data in accordance with data protection law and no longer than such personal data is necessary for the purpose for which it was processed. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

As a Service User, we will retain your Identity, Contact, Next-of-Kin, Profile, and Service Data for as long as you are a Service User in order to continue to provide you with our services. Also, we retain personal data for longer if required by applicable law or regulation or justified under applicable statutory limitation periods.

We will not hold your personal information in an identifiable format for any longer than is necessary for the purposes for which we collected it. For certain purposes we retain your personal information indefinitely (e.g. to suppress marketing messages).

8. YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION

You have certain rights in respect of your personal data and we have processes to enable you to exercise these rights.

8.1 RIGHT OF ACCESS

This is known as a Data Subject Access Request or a DSAR in short.

In order to furnish you with a copy of your personal data that we hold we will need to verify your identity.

You have the right to access any personal information that Trinity Community Care CLG processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

8.2 RIGHT TO RECTIFICATION

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

Depending on the type of personal data you believe is inaccurate, we may ask you for further proof to ensure that the personal data is being corrected properly. If we are satisfied that the personal data is inaccurate, we will make the necessary changes.

8.3 RIGHT TO ERASURE

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

You have a right to ask for your personal data to be erased in certain circumstances. However, this right does not apply where we have to comply with a legal obligation or where we need personal data for the establishment, exercise or defence of legal claims. In addition, if you opt out of marketing communications or have previously opted out of marketing communications, we have to keep a record, or such opt out to ensure that we don't contact you in the future.

8.4 RIGHT TO RESTRICTION

You have a right to request that processing of personal data is restricted in certain circumstances. However, we shall still continue to process the personal data for storage purposes, for the establishment, exercise or defence of legal claims or with your consent.

8.5 RIGHT TO OBJECT

Where we are relying on legitimate interests as a legal basis to process your data, you have a right to object to such processing on grounds relating to your particular situation.

8.6 RIGHT TO PORTABILITY

In certain circumstances, you can request that we provide to you your personal data in a commonly used format.

If you would like to exercise any of your data subject rights you can contact us by Post: Martina Slein, Trinity Community Care CLG, Civic Centre, Main Street, Ballymun, Dublin 9

8.7 RIGHT TO COMPLAIN TO THE SUPERVISORY AUTHORITY

You have the right to lodge a complaint with the Data Protection Commission and more details can be found on their website: www.dataprotection.ie

For more information or to exercise your data protection rights, please contact us using the contact details below.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

9. CHANGES TO OUR PRIVACY POLICY

We will update our privacy policy from time to time. Any changes we may make to our Privacy Policy in the future will be posted on our website. You should visit this page periodically to review any changes to the Privacy Policy.

You can contact us with your queries in relation to this policy or for any other reason by post, email or by phone.

Please email us at audrey@trinitycommunitycare.ie or call us on **01 8333544**

You can also contact our Data Protection Lead at martina@trinitycommunitycare.ie