

Saint John of God Community Services

Data Protection Notice for Lucena Clinic Service Users

The General Data Protection Regulation (GDPR) is a new EU regulation which came into effect on 25th May, 2018. GDPR updates existing data protection law and will place a greater accountability on organisations when using your personal information and give you greater control over your personal information. This notice explains what information about your child and family we process, why we process the information, who we share the information with and what your rights are with respect to personal information.

What information do we process?

In order for Saint John of God Community Services to deliver services to your child in an effective manner we need to collect and hold various pieces of personal and sensitive information about your child and family.

Examples of the type of information we may hold include:

- **Personal Details :** Your Child's Name; DOB; School; Class; Parents names; address; telephone numbers; siblings names; ages; school/occupation; GP name; address;
- **Medical History:** We collect information regarding your child's medical history, family history, cultural or ethnic background and test results to assist us in providing mental healthcare to your child.
- **Reports Notes Assessments:** Multidisciplinary records including process notes and assessments, general notes and details of appointments, and so on.
- **Health & Safety:** Accident and incident reports

Why do we have this information?

We have this information because we have a contract with you and the HSE to provide you with services. We have a vested interest in ensuring that the information we hold about you and your family 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.

How is your Information Shared?

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. The information you provide will be shared with your child's multidisciplinary team. We may also need to access and share written information / reports from / with your child's school and other services that we will specify to you. We will only access or share your child's information with your explicit consent.

Lucena Clinic will maintain confidentiality with regard to your child's care and treatment. This confidentiality will be maintained subject to obligations on the service or its employees, as required by law or other applicable national guidelines. The disclosure of information may be necessary in cases where safety, or the safety of others, may be at risk, eg HSE Child Protection Guidelines

What are your rights under data protection law?

You have the right to know about and look at the information we hold about you and your family. The new regulation says that we have to get back to you within 30 days to let you know how you can see this 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 contact the Data Protection Commissioner's Office, Canal House, Station Road, Portarlinton, Co. Laois R32 AP23 or at info@dataprotection.ie.

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 your request. If we do not have a lawful reason for refusal they will direct us to release the 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 and your child, 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 your child. Saint John of God Community Services do 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 any legal obligations we need to ask you for your consent and you have a choice to grant it or not.

What do you need to do about this?

You do not need to do anything about this notice, you just need to know that 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 have any questions about Data Protection or GDPR, you can contact our Data Protection Officer at dprocs@sjog.ie or the Operations Manager in your service.

Operation Managers Contact Details

Kerry Services: liam.healy@sjog.ie

North East Services: noel.carr@sjog.ie

Dublin South East: michelle.thunder@sjog.ie

Liffey Services : elisa.doyle@sjog.ie

Community Mental Health Services (including Lucena Clinic ~Services) : sheila.banks@sjog.ie