



MooreHaven Centre
O'Brien Street
Tipperary Town
Co. Tipperary

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MooreHaven Centre

Data Privacy & GDPR Policy

APPROVED BY	Edward Power- HR
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REVISION DATE	As necessary



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Data Protection & GDPR Policy

Introduction:

At MooreHaven Centre, we treat your privacy seriously. It is important that you know exactly what we do with your personal information that you and others may provide to us, why we gather it and what it means to you.

This Data Protection Notice is being provided to you in line with our obligations under the EU General Data Protection Regulation (GDPR), which came into force on 25th May 2018.

From that date, the GDPR, together with applicable Irish requirements, amends existing data protection law. It expects organisations like MooreHaven to be accountable and transparent in how and why it uses your personal data. The GDPR also gives you greater control over the use of your personal data, including a right to object to its use where that affects your rights and freedoms as an individual.

This summary explains MooreHaven Centre's data practice and informs you regarding the information we may collect about you.

The information we may collect about you

The following is the type of personal data that MooreHaven may collect about you, depending on whether you are (1) a person we support or your family/guardian, (2) a board member (3) an employee/volunteer or (4) people contracted for business/services:

- Information that identifies you, including contact information, PPS number
- Information provided to us by others, such as health professionals, referee employment references;
- Other personal data, such as that relating to your physical/mental health, social work information, psychological information, financial/bank details, Trade Union membership, Garda vetting details;
- Personal data that you have consented for us to use.

When we collect your information

We collect information when you apply to join our services and build on that information throughout the provision of your support in MooreHaven or in order to meet the requirements of your employment contract, administration of pensions, training and our legal obligations as an employer, or in order to meet the requirements of your board membership.

How we use your information and the legal basis

We only use your personal data when the law permits us. We may use your personal data for the following purposes:

- Providing you with services - we may process information about you when you avail of our services.



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- Legal and Contractual obligations - we may process your data to comply with our legal and/or contractual obligations.
- Running our Centre - we may process your data to monitor and improve the quality of our services and to meet certain legal and regulatory obligations that apply to our organisation, including administration, operations and security.
- Marketing - We may process your data when marketing the activities of our Centre, running competitions, promotions, research and conducting surveys.

How we use automated processing or “analytics”

Automated decision-making takes place when an electronic system uses personal data to make a decision without human intervention. You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

Who we share your information with

Access to your personal data is strictly on a need-to-know basis. Unless there is another legal basis, your unambiguous consent will be sought before any third party is authorised to access it. Those authorised to access your personal data will vary, depending on whether you are a person supported by MooreHaven Centre, a family/guardian of a person we support, staff member or volunteer, board member or a person contracted for services.

Third parties who may be provided access to your personal data include the following:

- MooreHaven Centre administration staff;
- External healthcare professionals, including social workers, therapists, nurses, psychologists, physicians and psychiatrists;
- Staff/ Volunteers providing support to clients;
- Statutory and regulatory bodies;
- Banks, financial institutions, insurers, pension fund administrators;
- MooreHaven Centre's legal advisors, as and when appropriate.

We require third parties to respect the security of your data and to treat it in accordance with the law.



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All our third-party service providers are required to take appropriate security measures to protect your personal data. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

How long we hold your data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal data are available in our Records Management Policy. In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your information rights

From 25th May 2018, you have several enhanced rights in relation to how we use your information including the right without undue delay to:

- find out if we use your information, access your information and receive copies of your information
- have inaccurate/incomplete information corrected and updated
- object to a particular use of your personal data for our legitimate business
- in certain circumstances to have your information deleted or use of your data restricted
- exercise the right to data portability (ie obtain a transferable copy of your information we hold to transfer to another provider)
- to withdraw consent at any time where processing is based on consent.

If you wish to avail of any of these rights, please write to: MooreHaven Data Protection Representative (Louise Ryan or Janine Duffy), MooreHaven Centre, O'Brien Street, Tipperary Town or email: info@moorehaven.ie

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.



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You may voice a concern or make a complaint regarding the processing of your personal data at any time to any Line Manager in MooreHaven Centre.

You also have the right to lodge a complaint with the Data Protection Commissioner if you are unhappy with our processing of your personal data. Details of how to lodge a complaint can be found on the Data Protection Commission's website (www.dataprotection.ie), or by telephoning 1890 252 231.

Marketing

We may contact you by post, email and telephone about our products and services and, other events which might be of interest to you.

You may receive marketing communications from us if:

- you have requested to receive or consented to the receipt of information from us; or
- received services from us (and our marketing communications will only be in relation to similar services); or
- it is in our legitimate interest (which are not overridden by your interests), and, in each case, you have not opted out of receiving the marketing communications

You have the right to ask us to stop processing your personal data for direct marketing purposes. If you wish to exercise this right, please send an email to our Data Protection Representative: info@moorehaven.ie

How to contact us

If you have any questions about how we use your information, please

Email: info@moorehaven.ie or

By post: MooreHaven Data Protection Representative (Louise Ryan or Janine Duffy), MooreHaven Centre, O'Brien Street, Tipperary Town.

Updates

We will update our Data Protection Notice from time to time. Any updates will be made available and where appropriate posted on our website www.moorehaven.ie



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What do I do now?

You do not need to do anything following receipt of this notice. MooreHaven wishes to ensure you that we endeavour to operate in compliance with the Data Protection Act 2018 and the General Protection Regulations