

Data Privacy

F) Who do we share your information with?

- ▶ People who you have specifically authorised us to share it with and for a specified purpose
- ▶ Statutory and regulatory bodies including law enforcement when required by law or provided for in law
- ▶ Health care professionals when we have a legal basis to do so

G) How long do we retain your data?

- ▶ In accordance with HSE Policy, we retain ambulance records, patient identifiable component for 10 years, after which they are destroyed under confidential conditions
- ▶ Children's and young people's records are retained until 25th birthday or 26th if the young person was 17 at the conclusion of treatment, or 8 years after death

H) How you can exercise your rights in relation to your data, including the right to object?

You have the right to;

- ▶ Request details about how we process your personal data, and request copies in a simple usable electronic format
- ▶ Request that incorrect or incomplete data be amended or updated
- ▶ Object to particular uses of your personal data, where the processing is taking place on the grounds of a legitimate interest or in the public interest
- ▶ Request that your personal data is erased (the right to be forgotten) or its use restricted
- ▶ Withdraw consent at any time where we are using consent as the legal basis for processing

The above are not absolute rights and in certain circumstances it may not be possible to comply with your request. In these circumstances we will advise you of the reasons for our decision.

If you have a specific question about personal data we hold or may hold about you, or wish to make a Subject Access Request, please contact the Data Protection Officer at NASGDPR@hse.ie

We will deal with any request in exercising your rights within a calendar month, or where your request is complex we will contact you within a month setting out how/why your request cannot be complied with within one month and setting out why it is necessary that the period for compliance be extended by a further two calendar months. If you have a complaint or concern about our use of your data, please contact us.

I) Data Breaches

- ▶ A data breach occurs where there has been accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access to your personal data
- ▶ If this happens we may be required to notify our supervisory authority (The Data Protection Commission) within 72 hours
- ▶ Depending on the nature of the breach we may also be required to notify you, if the breach affects you, or the relevant data subject(s) without undue delay
- ▶ We maintain a register of any such breaches

Further information about the HSE and GDPR can be found at the following sites:

<https://www.hse.ie/eng/gdpr/gdpr-faq/>

<https://www.hse.ie/eng/gdpr/hse-data-protection-policy/>



Information

How we manage and protect your personal data



National Ambulance Service – Data Privacy

The National Ambulance Service (NAS) takes the matter of your data safety seriously. In this leaflet we set out what personal data we collect, why we collect it, and what implications this has for you. The General Data Protection Regulation (GDPR) came into effect on the 25th of May 2018 and is directly effective, meaning it has been the law in Ireland since 25 May 2018. There is also a new Data Protection Act, 2018 (the “2018 Act”) which repeals parts of and amends existing data protection legislation in Ireland (the Data Protection Acts of 1998 & 2003). The GDPR and the 2018 Act strengthen your rights as a data subject. The GDPR also gives you more control over your personal data, including the right to object to our processing this data, the right to withdraw your consent for processing, where we are processing that data on the basis of your consent, and the right to request copies of any personal data we hold about you in a simple electronic format.

If you have a specific question about data we hold or may hold about you, or wish to make a Subject Access Request, please contact the Data Protection Officer at NASGDPR@hse.ie

More general information about GDPR is available on the Data Protection Commission website www.dataprotection.ie, by email at info@dataprotection.ie, or telephone 1890 252 231.

The information set out in this document is of a general nature and is not an attempt to satisfy all of the information obligations the Health Service Executive owes to you under the GDPR and the Data Protection Acts 1988-2018.

What is personal data?

- ▶ Personal data is any information about a person or information from which a person could be identified. Personal data can be factual (for example, a name, address or date of birth) or it can be an opinion about that person, their actions and behaviour.

What is processing of personal data?

- ▶ Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

A) Who are we & where do we keep your data?

The National Ambulance Service is the statutory pre-hospital emergency and intermediate care provider for the State and is a part of the Health Service Executive. References to “us”, “we” & “our” in this leaflet mean the NAS/HSE. Your data is stored in the following locations

- ▶ Electronic scanned copies of paper patient care records are securely stored by IMSCAN our Enterprise Content Management partner who are registered with the Data Protection Commission on encrypted servers
- ▶ Electronic patient care records are stored on a secure and encrypted computer server
- ▶ Call records and information given in these calls are stored on a securely encrypted server
- ▶ CCTV is stored on a hard drive in each ambulance and at each ambulance station where CCTV is installed

We do not share any of your data in a manner contrary to the requirements of the GDPR or The Data Protection Acts 1988-2018.

B) What personal data do we collect about you?

- ▶ Data to identify you, your name, date of birth, address, and phone number.
- ▶ Details of your next of Kin (if given)
- ▶ Your Doctor’s Name
- ▶ Your medical history as given to us by you, and relevant to the situation in which we attended to you. (This is special category data)
- ▶ Treatments or care which we provided to you
- ▶ CCTV recordings from the vehicle cameras or from our ambulance stations
- ▶ Telephone recordings of 112/999 calls and information given to us about your situation at the time of an emergency call given by you or by others

C) When do we collect your personal data?

- ▶ When you call 112/999 and give us information, or when someone else calls
- ▶ When you give us information whilst we are caring for you
- ▶ When someone else gives us information when we are caring for you; this could be a long term care facility, hospital or doctor for example, and they will only give information which is necessary and in accordance with their own data protection obligations

D) What legal bases do we rely upon to process your personal data?

The GDPR states that any processing of personal data must have a legal basis. The GDPR sets out six potential legal basis on which processing can take place for which we rely upon to process your personal data:

- ▶ Consent
- ▶ Contract
- ▶ Legal Obligation
- ▶ Vital Interest of the Data Subject
- ▶ Public Interest or in the exercise of official authority vested in the Controller
- ▶ Legitimate Interests

E) Do we use automated analytical tools with your data?

We do not use any personally identifiable data in using analytics. Our analytical tools are only concerned with measuring standards of care against best practice on a collective and individual basis and do not associate your specific name, address, date of birth, phone number, next of kin, doctors name with the information we process automatically. A typical example would be reviewing the care provided against expected care standards, or simply, when an unidentified patient reported pain were they appropriately treated with pain treatment.