



Patient Services Department

Privacy Notice

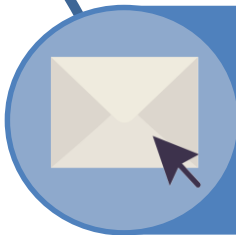


Data Controller: Mater Misericordiae University Hospital

Phone: (01) 803 2000

Website: www.mater.ie

More information about how the hospital process your personal data is available in the Data Protection section of our website.



Contact Details : Patient Services Department

Mater Misericordiae University Hospital Eccles Street, Dublin 7, D07 R2WY

Telephone: (01) 803 2206

Email: patientservices@mater.ie



Personal Information Processed:

Information we collect may include: name, date of birth, address, next of kin, contact details (mobile phone number) etc. Notes and reports about your health needs. Results of investigations, such as X-Rays and laboratory tests. Relevant information from other health and social care professionals.



Why we process your personal data:

To examine complaints in line with the hospital's Complaints Policy and to allow us to communicate with you, your next of kin or designated representative.



Legal Basis for Processing your personal data :

Article 6(1)c - There is a legal obligation for the hospital to investigate complaints under Part 9 of the Health Act 2004

Article 9(2)d - When we need to access your health data, we do so because it is in the hospital's legitimate interests to ensure that the complaint is appropriately investigated.



Legitimate Interests

The Mater Misericordiae University Hospital has a legitimate interest in examining and responding to feedback with a view to learning and improving our services.



Retention Period:

It is recommended that a retention period of a maximum of 7 years applies to files created under the HSE complaints procedures following engagement with the Office of the Ombudsman.



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Right of access to records

Under Data Protection Law, you have the right to get access to your records. You can request access by contacting the Data Protection Office:

Phone: 01 803 4311 **Email:** dataprotection@mater.ie



Right to Rectification, Objection & Erasure

If the information we hold about you is not correct, you have the right to request that your records are updated.

In limited circumstances, you can also object to the processing and also request that records are deleted from your file.



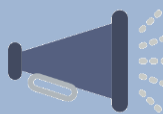
Right to Data Portability

If your information is processed by automated means (ie. computer) you have the right to have that information transferred to another data controller. This only applies in limited circumstances.



Right to withdraw consent

If we are processing your information based on your consent, you can withdraw that consent at any time. However, most of the processing that takes place in the hospital will be based on another legal basis.



Right to Complain to the Data Protection Commission

If you are dissatisfied with how we are using your personal information, you can raise this with the DPC.

Phone: 0761 104 800 **Lo-Call:** 1890 252 231

Email: info@dataprotection.ie



Transfer of Personal Data

Information may be transferred between different departments of the hospital as part of delivering your care.

Occasionally your information may be transferred outside of the hospital e.g should you request external review to the Ireland East Hospital Group / Office of the Ombudsman.



Data Protection Officer (DPO)

The Mater Hospital has appointed a DPO to make sure that we are processing your information appropriately. The contact details for the DPO are below

Email: dataprotection@mater.ie