

LauraLynn Privacy Statement – Respite Disability Services

At LauraLynn Ireland’s Children’s Hospice we are committed to protecting and respecting your privacy.

Please note that throughout this privacy statement where we refer to “you” or “your” this includes reference to your child.

This Privacy Statement will let you know how we look after your personal data with regard to your use of our services. It also informs you as to our obligations and your rights under data protection law.

Click on the headings below to find out more about how we collect and process your personal data in connection with your use of this website and for marketing purposes:

- [Who is responsible for your personal data?](#)
- [What personal data do we collect?](#)
- [How do we collect your personal data?](#)
- [For what purposes do we process your personal data and what is our legal basis?](#)
- [Do we share your personal data with anyone else?](#)
- [Keeping your personal data secure](#)
- [For how long do we keep your personal data?](#)
- [Your data protection rights](#)
- [Contact us](#)
- [Updates to this Privacy Statement](#)

1. Who is responsible for your personal data?

For the purposes of the EU General Data Protection Regulation (EU Regulation 679/2016) (the “GDPR”), Laura Lynn is the data controller with regard to the personal data described in this Privacy Statement.

“**Data controllers**” are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed, who/which make independent decisions in relation to the personal data and/or who/which otherwise control that personal data.

In particular, we have appointed a Data Protection Officer (“DPO”) within Laura Lynn to monitor compliance with our data protection obligations and with this Privacy Statement and related policies. If you have any questions about this policy or about our data protection compliance please contact us at amoseley@lauralynn.ie

2. What personal data do we collect?

“**Personal data**” means any information relating to an identified or identifiable natural person. 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/or behaviour.

“**Special categories of personal data**” means personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade-union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

We may collect, use, store and transfer different kinds of personal data and special categories of personal data about you which we have grouped together as follows:

- **Identity Data** includes [first name, maiden name, last name, unique identifier number, marital status, title, date of birth and gender].
- **Contact Data** includes [address, email address and telephone numbers].
- **Health Data** includes [medical records etc.]
- **Technical Data** includes [internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website].
- **Profile Data** includes [your interests, preferences, feedback and survey responses].
- **Usage Data** includes [information about how you use our website, products and services].
- **Marketing and Communications Data** includes [your preferences in receiving marketing from us and our third parties and your communication preferences].

3. How do we collect your personal data?

We collect your personal data as follows:

- **Direct interactions.** You may give us your [Name and Contact Data etc.] by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when:
 - A referral is made to the service
 - On arrival to the service for your first admission
 - Attending each admission and discharge
 - Attending general meetings with staff
 - Providing feedback or making a complaint
 - There are any changes/updates in regards to medical needs.
 - Registering with the Health Research Board through the National Intellectual Disability Database
 - Updating Care Plan
- **Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our cookie policy <https://lauralynn.ie/cookie-policy/> for further details.

- **Third parties or publicly available sources.** We may receive personal data about you from various third parties [and public sources] as set out below
 - Hospitals
 - General Practitioners
 - Healthcare professionals e.g. Consultants,
 - Agencies e.g. HSE, State Claims Agency,
 - Agencies e.g. HSE, Disability Services, Government Departments, Specialised Equipment Services, Pharmacy Services, National Advocacy Services, Agencies providing Home Care Packages, TUSLA Child and Family Agency,
 - HIQA
 - Educational Facilities

4. For what purposes do we process your personal data and what is our legal basis?

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so.

| Purpose/Activity | Type of data | Lawful basis for processing |
|---|---|-----------------------------|
| <p>We process your information in order to ensure we provide a safe and effective care service for the respite children in our care and we are guided by HIQA's key principles of care. We only share your information with people who are directly responsible for caring for you or supporting you and we share information on a 'need to know' basis, which means that we will only share sufficient information to address the issue at hand, and only with the people directly involved in that situation or process.</p> <p>We always ask that the people we share your information with respect your confidentiality and do not pass your details on to anyone else unless they are also involved in the situation or process.</p> | <p>Letters, emails, texts, minutes of meetings, care plans, records relating to your care, respite planners, inter agency meetings. Clinical audits and Quality & Safety audits</p> | <p>Legitimate Interests</p> |
| <p>To process a complaint</p> | <p>Complaint form</p> | <p>Legitimate Interests</p> |
| <p>To manage Risk</p> | <p>Risk Management & Incidents Forms Systems Analysis Review</p> | <p>To manage Risk</p> |
| <p>To keep you updated</p> | <p>E-zines, Family Handbooks, notices or campaigns and promotions which we feel may be of benefit to you.</p> | <p>Legitimate Interests</p> |

Where we rely on consent as a legal basis, you may withdraw consent at any time by [contacting us](#).

Withdrawal of consent shall be without effect to the lawfulness of processing based on consent before its withdrawal.

We use cookies to facilitate the use of our website. For detailed information on the cookies we use and the purposes for which we use them, see our cookie policy <https://lauralynn.ie/cookie-policy/>.

5. Do we share your personal data with anyone else?

We may share your personal data with the following parties in connection with our processing of your personal data:

| Third party | Reason for sharing data |
|---|---|
| I.T service provider, including email (Support I.T) | Where there are I.T issues, especially in relation to Vitro, Support I.T require access to the system to resolve those issues. |
| Cloud service provider | We store our document management system and backups on the cloud and so your personal details will be stored on our secure cloud storage system. |
| Vitro | We use vitro for our electronic patient records. This allows us to provide individualised care for each child that accesses our service |
| Health Care Professionals e.g. Consultant, GP | In order to provide consistent and accurate care we need to share and receive information with the child's external healthcare providers |
| External Agencies e.g. HSE, HIQA, State Claims Agency | Under regulatory requirements (Children's First) we are required to share personal data where safeguarding concerns have been raised and work with the TUSLA and the HSE and any investigations we have undertaken as well as completion of anonymised data templates as requested by the HSE in relation to numbers availing of services, service provision etc., Where incidents occur we are required to report these through the NIMS System to the state claims agency including personal data to whom the incident relates to. Under our HIQA registration we are required to send in 3 day and quarterly notifications to HIQA, and any accompanying reports/investigations we have undertaken. |
| Pharmacy Services | To ensure the safe dispensing and delivery of medications. |
| Other Service Providers | Those availing of our respite services would also be availing of other services and we would link in with these providers to ensure a holistic care planned approach. |
| Kefron Filestores | Engaged to store archived records of those availing of our services. |

We require all third parties to enter into a data processing agreement with us which complies with our obligations under the GDPR. This agreement requires third parties to have appropriate security systems in place and only to use your personal data on our instructions and in accordance with data protection law.

6. Keeping your personal data secure

We take appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data. We limit access to your personal data to those employees, agents and other third parties who are required to

have access to your personal data and where they have agreed that they are subject to a duty of confidentiality.

We have put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. We have procedures in place to deal with actual and suspected data breaches which include an obligation on us to notify the supervisory authority and/or you, the data subject, where legally required to do so.

7. For how long do we keep your personal data?

Your personal data will be deleted when it is no longer reasonably required for the purposes described [above](#) or you withdraw your consent (where applicable) and we are not legally required or otherwise permitted to continue storing such data.

Where you ask to be unsubscribed from marketing communications we may keep a record of your email address and the fact that you have unsubscribed to ensure that you are not sent any further emails in the future.

Further details on how long we retain personal data are contained in our retention policy which you can request from us by [contacting us](#).

8. Your data protection rights

Under certain circumstances, by law you have the right to:

- **Request information** about whether we hold personal information about you, and, if so, what that information is and why we are holding/using it.
- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Object to automated decision-making** including profiling, that is, not to be the subject of any automated decision-making by us using your personal information or profiling of you.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

- **Request transfer of your personal information** in an electronic and structured form to you or to another party (commonly known as a right to “**data portability**”). This enables you to take your data from us in an electronically useable format and to be able to transfer your data to another party in an electronically useable format.

In the event that you wish to make a complaint about how your personal data is being processed by Laura-Lynn, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority who can be contacted as follows:

| | |
|-----------|---|
| Contact | Data Protection Commissioner |
| Telephone | +353 57 8684800/+353 761 104 800 |
| Email | info@dataprotection.ie |
| Post | Office of the Data Protection Commissioner Canal House Station Road Portarlinton R32 AP23 Co. Laois |

9. Contact us

You can contact us with any queries, complaints or requests to exercise your data protection rights using the details below:

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|-----------|---|
| Contact: | Ailie Moseley |
| Telephone | +353 1 289 3151 |
| Email | amoseley@lauralynn.ie |
| Post | The Children’s Sunshine Home LauraLynn Ireland’s Children’s Hospice Leopardstown Road Foxrock Dublin 18 |

10. Updates to this Privacy Statement

Our Privacy Statement may change from time to time, and any significant changes to this Privacy Statement will be notified to you. Copies of this Privacy Statement will always be available to you on request.