



Privacy Notice for Attend Anywhere Account Set Up

1. Purpose

We respect your right to privacy and are committed to protecting your personal data. This privacy notice explains how we collect, use, and protect your information when you apply for an Attend Anywhere licence by completing the 'Attend Anywhere Set Up' in Smart Survey.

2. The information we process

To allow us to assign you with an Attend Anywhere licence and a bespoke virtual waiting area/s. We collect and process the following personal data:

- Personal details: Full name.
- Contact Details: Email address.
- Information relating to your role and place of work: Job title, service area, & health region.
- IP Address.

We also collect and process information about the specific Attend Anywhere waiting Area you require to deliver video enabled care such as:

- Waiting area description: Name, opening hours, bespoke messages.
- Type of video service you wish to offer: 1:1 or group sessions.

We do not collect or process any special categories of information as defined by GDPR.

3. How do we use your information

The data collected will be used for the following purposes:

- To set up an Attend Anywhere user licence for you.
- To give you appropriate access to specific virtual waiting area within Attend Anywhere.
- To support you if there are any issues during this set-up phase.

4. What other use is made of your information

The Telehealth Team may be required to provide statistical information to Department of Health, HSE & Regional Health Organisations. The Telehealth Team will make sure that you cannot be easily identified by aggregating the information.

5. Legal basis for processing your information

The lawful basis allowing the HSE to process employee personal data is outlined in GDPR Articles 9 (2)(e) as follows:

- General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) Article 6(1)(e).
 - Art 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

6. How we obtain information

You have the option to complete the Attend Anywhere Set Up form on Smart Survey. If you do not wish to complete a Smart Survey Attend Anywhere Application form, we can send you out an excel sheet with similar information to complete.



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7. Who is the data controller?

The data controller in most instances is the HSE/Telehealth Team.

8. Your rights

You have certain legal rights concerning your information and the manner in which we process it. This includes:

- a right to get access to your personal information.
- a right to request us to correct inaccurate information or update incomplete information.
- a right to request to restrict the processing of your information in certain circumstances.
- a right to request the deletion of personal information (excluding medical records).
- a right to receive the personal information you provided to us in a portable format.
- a right to object to us processing your personal information in certain circumstances; and
- a right to lodge a complaint with the data protection commission. Contact details for the DPC are available at <https://www.dataprotection.ie/en/contact/how-contact-us>

9. Access your personal information

You can access your personal information by making a subject access request (SAR) and forms are available for this purpose at <https://www.hse.ie/eng/gdpr/>. It is also sufficient to write to the HSE National Data Protection Office. It is important that you provide satisfactory evidence of identification and a sufficient description of the data that you are looking for.

You can also request access your personal information held securely by the Telehealth Team by contacting the Telehealth Team directly on virtualhealth@hse.ie.

10. Data Sharing with third parties

Your data will only be used for the purpose of giving you access to Attend Anywhere and your personal data will not be shared with anyone outside the Telehealth Team or any third parties.

11. How do we keep your information secure and confidential?

We are committed to ensuring that your information is secure. We have a number of security precautions in place to prevent the loss, misuse or alteration of your information. All staff working for the Telehealth Team have a legal duty to keep information about you confidential and all staff are trained in information security and confidentiality. The HSE has strict information security policies and procedures in place to ensure that information about you is safe.

We comply with HSE ICT policies and procedures to implement appropriate technical and organisational measures to protect your personal data from unauthorised access, disclosure, alteration, or destruction.

12. Retention period

We will only retain information for as long as necessary. Information created for extraction from Smart Survey is automatically deleted after 30 days of being created. The Telehealth Team will delete personal data submitted to Smart Survey at the end of each month. Data extracted is stored in secure HSE shared folders and will be maintained in line with the recommendations of the HSE retention policy.



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Contact Information

If you have any questions or concerns about this privacy notice or our data practices, please contact us at virtualhealth@hse.ie.

You can also contact our Data Protection Office:

- If you have any queries in relation to Data Protection or other issues around the security of your personal information.
- for more information about the steps, we are taking to protect your information.
- for more information about your rights, including the circumstances in which you can exercise them and how to exercise them.
- if you wish to raise a complaint on how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter. We hope that we can address any concerns you may have.

HSE National Data Protection Officer Dr Steevens Hospital, Steevens Lane, Dublin 8 D08 W2A8	Email: dpo@hse.ie
Deputy Data Protection Officer West, (excluding voluntary agencies) Consumer Affairs, Merlin Park University Hospital, Galway. <ul style="list-style-type: none">• CHO 1 – Cavan, Donegal, Leitrim, Monaghan, Sligo• Community Healthcare West – Galway, Mayo, Roscommon• Mid-West Community Healthcare – Clare, Limerick, North Tipperary.• Saelta Hospital Group	Email: ddpo.west@hse.ie Phone: 091-775 373
Deputy Data Protection Officer Dublin North-East (excluding voluntary hospitals and agencies) Consumer Affairs, HSE Dublin North East, Bective St., Kells, Co Meath. <ul style="list-style-type: none">• Midlands, Louth, Meath Community Health Organisation• Community Health Organisation Dublin North City & County• CHO 6 – Dublin South East, Dublin South & Wicklow• RCSI Hospital Group• National Children's Hospital	Email: ddpo.dne@hse.ie Phone: Kells Office: 046-9251265 Cavan Office: 049-4377343
Deputy Data Protection Officer Dublin mid-Leinster (excluding voluntary hospitals and agencies) Consumer Affairs, HSE, Third Floor Scott Building, Midland Regional Hospital Campus, Arden Road, Tullamore, Co. Offaly. <ul style="list-style-type: none">• Dublin Midlands Hospital Group• Ireland East Hospital Group• Community Healthcare Dublin South, Kildare & West Wicklow	Email: ddpo.dml@hse.ie Phone: Tullamore Office: 057-9357876 Naas Office: 045-920105
Deputy Data Protection Officer South (excluding voluntary hospitals and agencies) Consumer Affairs, HSE South, Ground Floor East, Model Business Park, Model Farm Road, Cork. Eircode: T12 HT02 <ul style="list-style-type: none">• Cork & Kerry Community Healthcare• CHO 5 – Carlow, Kilkenny, South Tipperary, Waterford & Wexford• UL Hospital Group• South South-West Hospital Group	Email: ddpo.south@hse.ie Phone: Cork Office: 021 – 4928538 Kilkenny Office: 056 - 7785598