

Seniors Alert Scheme (SAS) Privacy Notice

At Pobal/SAS, we know that you care how your personal information is used and we appreciate that you trust us to do that carefully and sensibly. This notice is designed to help you understand how we collect and use your personal data. This notice applies to all pages on our websites and any other areas where your data will be held.

1. Your personal data – what is it?

Personal data is information that relates to a living individual who can be identified from that data. Processing personal data is governed by the EU General Data Protection Regulations (the “GDPR”). We collect information such as a participant’s name, address, gender, date of birth and contact details such as phone number, email address, and whether the participant is living alone, living with another eligible person, living alone for significant periods of time during the day or a carer. We also collect a contact name, email address, telephone number and bank details for the registered organisations and contact name, bank details, telephone number.

2. Who are we and how do we process your personal data?

Department of Rural and Community Development is the data controller with Pobal acting as its agent and data processor for the SAS programme (contact details below). Pobal collects your personal data through online or paper based forms. Pobal complies with its obligations under the “GDPR” by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

It is necessary for Pobal to process your personal data to deliver, manage and administer the Seniors Alert Scheme. Therefore, the processing of your personal data is necessary in the exercise of an official authority which is vested in the data controller, the Department of Rural and Community Development.

Pobal will use your personal data for the following purposes: -

- To process organisation registration forms and participant application forms;
- To enable a registered organisation to share a participants contact details with the equipment supplier in order for the equipment/pendant to be supplied and fitted;
- To manage requests for replacement of equipment;
- To facilitate participants leaving the scheme;
- To maintain an accurate record of equipment for the SAS;
- To enable a registered organisation to contact participants once a year following the successful installation of equipment;
- To complete a verification check with registered organisations on records kept when required;
- To create statistical information reports for analytical purposes.
- To deal with complaints received from various stakeholders
- To issue email alerts and announcements on the latest information and changes.
- To ensure that our website has the most up to date list of registered organisations
- To notify registered groups about changes to our website, services and policies
- To improve the service that we provide to all parties to the SAS

3. Sharing your personal data

Participants: Your personal data will be treated as strictly confidential and will only be shared with your local registered organisation, equipment supplier and the Department of Rural and Community Development for purposes connected with the SAS.

Registered Organisations: Pobal/SAS will share your organisations contact details with the Department of Rural and Community Development and with the equipment suppliers on the SAS portal as part of the normal operation of the scheme. We also share contact details with local Volunteer Centres when we have received explicit confirmation that it is acceptable to do so. This is in order for your local Volunteer centre to support your organisation in Garda Vetting employees and volunteers. A list of registered organisations, together with the name of the SAS contact person and their telephone number, is published on the Pobal Website and displayed on Pobal maps. This is the contact information that was provided on the Organisation Registration Form for SAS.

It may also be necessary on rare occasions to share data with the Garda Síochána the Revenue Commissioners or other statutory bodies should it be necessary to conform to the law or comply with legal process.

4. How long do we keep your personal data?

Pobal will only hold your personal data for the purpose it was originally collected for and it will be disposed of when it is no longer necessary for the effective functioning of the SAS. Pobal are firmly committed to safeguarding your confidentiality and has appropriate safeguards in place to ensure that personal data is protected and only accessible to those who need access to it to carry out their functions. In all cases, the method of disposal will be appropriate to the relevant data, such as shredding in the case of manual data and deletion or anonymising in the case of electronic data.

The registered organisation will hold participant application forms for a period of up to 2 years, the equipment supplier will hold your information for the length of the warranty to ensure they can manage equipment quality and the monitoring supplier will hold your information for the length of your contract with them to ensure they can provide a quality service.

All registered organisations and equipment suppliers will be required by Pobal to comply with the provisions of the Data Protection Acts and the General Data Protection Regulation, when collecting, handling and storing personal data which is made available through the delivery, management and administration of SAS Scheme.

5. Your rights and your personal data

You are entitled to know the existence of and to review the information about yourself that has been gathered by Pobal/SAS. Please note that this does not include a right to see personal data about another individual, without that other person's consent. On making a written request and upon satisfactory verification of your identity, i.e. driving licence/passport. We will provide you with a copy of your Data held by us as soon as is practicable.

You are entitled to:

- Access a copy of the personal data which Pobal holds about you in a format which best suits you;
- Request that Pobal corrects or deletes any personal data if it is found to be inaccurate or if it is no longer necessary for Pobal to retain such data;

- Object to further processing, where there is a dispute in relation to the accuracy or processing of your personal data. – On receipt of a written request to correct any inaccurate data the necessary changes will be made without delay but no longer than 30 days.
- To restrict the processing of information, including automated decision-making

6. Contacting Pobal on Data Protection

If you have any questions about our privacy notice, the data we hold about you or wish to ensure that the data we hold about you is accurate and kept up to date, please do not hesitate to contact:

Data Protection Officer

Pobal, Holbrook House, Holles Street, Dublin 2

Tel: 01 5117500 or email us at dataprotection@pobal.ie

7. Contacting the Data Protection Commission

Should you wish to lodge a complaint you can write to The Data Protection Commission, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23. Please see their website at www.dataprotection.ie to download the relevant form. Alternatively, you can contact them at 1890 252 231 or +353 (0)761 104 800 or by email to info@dataprotection.ie

8. Changes to this SAS Privacy Notice

We keep our privacy notice under regular review. This notice was last updated 25th May 2018.