



# Privacy Notice

## Who Are We?

Niche Health Project Cork CLG is a data controller as defined under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Niche Health Project Cork CLG (“The Organisation”, “we”, “our” or “us”) is committed to protecting and respecting your privacy.

This Privacy Notice explains why and how we will use the personal information that we have obtained from you or others, with whom we share it and the rights you have in connection with the information we use.

## Information That We Collect

We process personal information about you that you provide to us or that we obtain from other sources. We only collect personal information, which we need and that is relevant for the purposes for which we intend to use it. Personal data includes information such as:

- Your name
- Your address
- Your contact details
- Your demographic details such as gender, education history and employment status.
- We also collect sensitive, ‘special category’ data such as: ethnicity.
- Your health status
- Relevant medical or personal history
- Your meeting notes when meeting the Social Prescriber: A brief record of each meeting will be logged to keep track of progress.

We only collect this data where it is necessary to provide our services to you. We ensure that your information is kept secure and only used for the purposes for which it was collected.

## How We Collect Your Personal Data

We collect your data through the following sources:

- Referral form
- Assessment
- One to one meetings

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## Why We Use Your Personal Data

We use your personal data for the following purposes:

- To determine services that may be of interest to you
- To become more informed in relation to your healthcare and support requirements
- Handling of complaints or responding to general queries
- Research purposes but only using your anonymised data
- Internal client database
- HSE reporting anonymised quarterly stats
- Monitoring client progress
- Surmising meetings

## Legal Bases for Processing

We rely on the following legal bases for processing your personal data:

- Where we have received your explicit consent as per our consent forms: Referral and registration form.
- To fulfil a contractual obligation
- To protect your or another person's vital interests
- To comply with a legal obligation

## Data Sharing

Personal data collected by Niche Health Project Cork CLG is held confidentially and securely. It is not shared with any third parties with the following exceptions:

- **For the purposes of co-operation with regulatory authorities/reporting**

In certain circumstances, Niche Health Project Cork CLG must cooperate with, and assist, regulatory authorities/funding bodies in Ireland. Niche Health Project Cork CLG may provide personal data to entities such as the HSE. When this happens, however, Niche Health Project Cork CLG generally tries to do so on an anonymised basis.

- **Where we have a legal obligation**

In certain circumstances, Niche Health Project Cork CLG must assist the relevant child protection authorities. Where this happens, in accordance with the law, Niche Health Project Cork CLG may provide personal data to, for example, Tusla in the form of a retrospective disclosure. Where



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this happens, Niche Health Project Cork CLG takes all steps necessary to ensure such personal data is protected.

- **In the case of service providers or suppliers to Niche Health Project Cork CLG**

Niche Health Project Cork CLG uses Data Processors and collaborates with other Data Controllers to provide certain services. We require such processors to abide by certain terms to protect any personal data which is processed by the service provider/supplier during the course of providing service in accordance with the General Data Protection Regulation (GDPR).

### Your Rights

You have rights in relation to the data we collect about you. These include:

- The right to access a copy of any personal information we process about you.
- The right to ask us to correct any information you believe is incorrect or incomplete.
- The right to request that your personal data be deleted.
- The right to restrict and object to the processing of your personal data.
- The right to data portability of your information.
- The right to complain to the Irish supervisory authority, the Data Protection Commission.
- The right to withdraw consent where that is the basis for our processing
- The right to be informed regarding all our processing activities that involve your personal data.

If we receive a request from you to exercise any of the above rights, we will verify your identity before acting on the request to ensure that your data is protected.

### How Long We Keep Your Data

Niche Health Project Cork CLG only retains personal information for as long as is necessary. We have detailed our retention periods for your data in the below table.

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Data Type	Retention Period	Reason
<ul style="list-style-type: none"> <li>Social Prescribing Records</li> </ul>	<ul style="list-style-type: none"> <li>10 years after a client has ceased to use our Service</li> </ul>	<ul style="list-style-type: none"> <li>Contractual Obligations</li> <li>Research purposes</li> <li>Complaints process</li> </ul>
<ul style="list-style-type: none"> <li>Contact details</li> </ul>	<ul style="list-style-type: none"> <li>Duration of services</li> </ul>	<ul style="list-style-type: none"> <li>To provide our services and to contact you</li> </ul>

### Contact Us:

Should you require additional information then you can contact us using the below information:

**Email:** [info@nicheonline.ie](mailto:info@nicheonline.ie)

**Telephone:** 021 4300135

**Post:** Niche Health Project Cork CLG, HSE Building, Harbour View Road, Knocknaheeny, Cork, T23 XY16

Niche will respond to data requests within one month of receiving the request as per GDPR guidelines.

If you are concerned with how we are processing your personal data, you can contact the Data Protection Commissioner at [www.dataprotection.ie](http://www.dataprotection.ie).