

St. James's Hospital Privacy Statement

General

At St. James's Hospital we understand and respect that as someone visiting our website, the privacy and the security of your information is very important to you. St. James's Hospital aims to ensure the privacy of all information which you may provide to us. Any personal information which you volunteer will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988 & 2003. Our goal is to protect your information on the Internet in the same way as we would when we receive information over the phone, in the post or in person. If any part of this Privacy Statement is held to be invalid or unenforceable, the validity and enforceability of the remainder will not be affected.

Acceptance of Privacy Statement

By using this website, you indicate your acceptance of the terms of this Privacy Statement. If you do not agree with the terms of this Privacy Statement please exit the website immediately. We reserve the right to modify and update this Privacy Statement at any time. Your continued use of this website following such changes will constitute your acceptance of those changes and, accordingly, you should ensure you read and understand the terms of the Privacy Statement each time you visit the website so that you are aware of any changes that are made.

Non-Individually Specific Information Which We Collect

As you browse through our website, our web server collects information about your visit. This includes statistical and analytical information which is collected in respect of all browsers who visit the website and is not specifically related to you personally. We gather and monitor statistics such as:

- The number of people who visit the website;
- The date and time of visits;
- The number of pages viewed;
- The amount of time spent on the website;
- The most popular sections of the website;
- The number of people who are returning to the site for a second time;
- The specific pages which are visited by each browser;
- The traffic sources used when visiting the site.

This information is anonymous and includes technical data such as the IP address of the visitor's web browser. No attempt is or will be made to identify individual visitors. So, for example, on a specific day we can identify that our site has a thousand visitors. However, we know nothing about these visitors in terms of e-mail addresses or any other personal information.

The information is collected by us to help us monitor and manage the website's efficiency and capacity, to help us diagnose any problems which may be experienced by users and to improve the website's capabilities. The information also enables us to gauge interest in the various areas of the website and to assess which pages of the website are most popular in order to make our website more useful for visitors.

Personal Information Which We Collect

If you elect to pay your bill online (subject to the [Terms & Conditions](#) of Use) you may also be required to provide credit card information. We offer the use of a secure server. The Secure Socket Layer (SSL) encrypts information that you input before it is sent to us. REALEX is the company we use to process our transactions and is governed by the PCI DSS. The PCI DSS (Payment Card Industry Data Security Standards) is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. This comprehensive standard is intended to help organisations proactively

protect customer account data and is managed by the PCI DSS council which was founded by AMEX, Mastercard Worldwide and VISA Inc among others.

Disclosure of Information

All information provided to St. James's Hospital by you will be treated with confidentiality in accordance with all applicable legislative and regulatory standards. St. James's Hospital will not divulge any personal customer information to a third party unless we have received customer authorisation OR we are required to do so by law.

Security of Information

Although we aim to have suitable security measures in place, as no information transmitted over the internet can be guaranteed as being 100% secure, St. James's Hospital cannot guarantee, ensure or warrant the privacy, security or confidentiality of information relating to you passing over the Internet and you transfer all such information to us entirely at your own risk.

Hyperlinks

Some of the pages on our website contain hypertext links to websites not maintained by us. You are reminded that different terms and conditions of use will apply to you as a user of such websites. In addition such websites may not attain the same privacy standards that St. James's Hospital maintains. St. James's Hospital does not accept any responsibility for the privacy statements or terms and conditions of use of such third party sites. Users are advised to check the privacy statements of such third party sites before submitting any personal data to those sites.

Contact Us

If you have any questions or comments in relation to this Privacy Statement or our practices in relation to the website generally, please contact us at: info@stjames.ie or 01 4103000 or 4162520.