



# Data Protection Patient Information Leaflet

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## Introduction

This leaflet explains:

- why the hospital collects information about you
- how we share information about you with third parties
- the legal basis for collecting patient data under Data Protection Legislation
- your rights under Data Protection Legislation
- important contact information

## Why we collect information about you?

The hospital aims to provide you with the highest quality of healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

The people who provide healthcare to you will use your records to:

- confirm your identity when we contact you, or when you contact us
- make decisions about your on-going care and treatment
- make sure your care is safe and effective
- check the quality of your care

- ensure a safe care journey through the hospital and onto other care providers if/when required.

While the primary purpose of the hospital is the treatment of patients, the hospital is also an institute of learning and innovation for clinical staff and it conducts research in support of the continued development of future health treatments. Further information on research is available in our **Clinical Research Patient Information Leaflet**.

### **Do you share information about me with anyone?**

Yes, as part of your continuing care we may also share relevant information about you with other organisations involved in your care, for example:

- other hospitals that are involved in your care and treatment
- your GP / Primary Care provider
- community healthcare organisations and their services
- pharmacy

When we do share information with other organisations involved in your care, we do so under a formal arrangement about how it will be used and kept confidential. Anyone who receives information from us also has a legal duty to **keep it confidential**.

Disclosure of your information to any third parties without your permission only takes place in limited circumstances, for example if the health and safety of yourself or others is at risk or if there is a legislative requirement on the hospital to pass on information.

Information about you may also be used to help us:

- manage finances, for example billing and costings
- teach and train our staff
- manage and plan our services
- manage clinical audits
- to investigate complaints, legal claims or adverse incidents

Where possible, we use information that would not identify you personally (anonymous information).

## **What is the Legal Basis for processing your information?**

Under data protection legislation which includes the General Data Protection Regulation (GDPR) and Data Protection Acts (1988-2018), the hospital must have a legal basis in order to process personal data.

The legislation states that your data, relating to specific health conditions and activities, may be processed and shared. These conditions and activities are:

- preventive or occupational medicine
- medical diagnosis
- provision of healthcare
- management of healthcare systems and services
- contract with a health professional
- public health
- ensuring high standards of quality of healthcare
- protection of the vital interests of the patient (data subject), such as to protect someone's life where they are not capable of giving consent and it cannot be done in a less intrusive way

## **What are your rights?**

You have certain legal rights concerning your information and the manner in which we process it. These include the right to:

- be informed about our collection and use of your personal data. See our privacy notice displayed in the public areas of the hospital. The full notice is also available on our website [www.stjames.ie](http://www.stjames.ie)
- get access to your personal information (Subject Access Request – see details below)
- request us to correct inaccurate information, or update incomplete information
- request that we restrict the processing of your information in certain circumstances
- request the deletion of personal information (excluding medical records)
- complain to the Data Protection Commission about the handling of your personal data

## **What is a Subject Access Request (SAR)?**

Individuals have the right to request any information (personal data) the hospital holds relating to them, for example a copy of a Medical Record Chart. This request is called a Subject Access Request (SAR).

A SAR Form is available on our website or by contacting **Access to Information Office:**

**Email:** aio@stjmaes.ie

**Telephone:** (01) 416 2463

**Post:** Access to Information Office  
St James's Hospital  
Dublin 8

## **Data Protection Officer**

If you have any questions about your data protection rights you can contact our Data Protection Officer by:

**Email:** dataprotection@stjames.ie

**Telephone:** (01) 410 3021

**Post:** Data Protection Officer  
St James's Hospital  
Dublin 8

## **Data Protection Commission**

If you believe the hospital has breached any of your Data Protection Rights you have a right to complain to the Data Protection Commission details below:

**Email:** info@dataprotection.ie

**Website:** www.dataprotection.ie

**Telephone:** 076 1 104 800  
057 868 4800

**Post:** Data Protection Commission  
21 Fitzwilliam Square South  
Dublin 2  
DOR RD28