

CORK UNIVERSITY DENTAL SCHOOL AND HOSPITAL - DATA PROTECTION NOTICE

At Cork University Dental School & Hospital, we treat your privacy seriously. Any personal data that you provide to us will be treated with the highest standards of security and confidentiality, in accordance with Irish and European Data Protection legislation. This notice explains how we collect, use and share your personal data and explains your rights under data protection law in relation to our processing of your data.

Who we are: Throughout this Notice, “we”, “us”, “our” refers to Cork University Dental School & Hospital.

How we collect your personal data: We collect your personal data in a number of different ways. It may be collected directly from you in person, over the telephone, on a form you have completed or when you attend for an appointment. There may also be times when information is collected from your relatives or next of kin and/or as you are referred by your General Practitioner (GP), General Dental Practitioner (GDP) or the Health Service Executive (HSE) for assessment and treatment purposes. During your treatment, health data will be collected by the dentists and other staff taking care of you and will be held in your patient chart.

The types of information we collect: We collect your demographic information including name, address, telephone number, date of birth, spoken language, marital status, nationality and your next of kin details. We also collect any medical history that you disclose during your appointment.

Why we process your personal data: We primarily process your personal data to provide care and treatment to you. We also use your personal data for the following reasons:

- to remind you of appointments via letter, phone call and text
- for planning, so we can meet future needs for health and social care services
- for clinical audit to improve services and ensure high standards of healthcare
- for research, to help understand and develop new treatments and techniques. Your consent will be sought prior to being asked to participate in a research study or to have your personal data used in a research study. Otherwise, the research is done on an anonymous basis (without using your personal data) or consent exemptions may be granted by the Health Research Board Consent Declaration Committee (HRCDC). You will not be identified in any published results without your prior agreement.
- to investigate complaints, legal claims or adverse incidents.

Our legal basis for processing your personal data: Under the General Data Protection Regulation (GDPR), we are required to have a legal basis for processing your data. The legal bases we are relying upon for the purposes outlined above are as follows:

Purpose and Legal Basis under General Data Protection Regulation (EU) 2016/679 and Data Protection Act 2018

Purpose: Treatment of patients and contacting patients regarding appointments

Article 6(1)(f) – Legitimate Interests:

“processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child”.

Article 9(2)(h) – medical diagnosis and the provision of healthcare/treatment:

“processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3”.

Purpose: Clinical Audit

Article 6(1)(e) – Public Interest:

“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”

Article 9(2)(i) – Public Interest in the area of public health:

“processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices, on the basis of Union or Member State law which provides for suitable and specific measures to safeguard the rights and freedoms of the data subject, in particular professional secrecy”

Purpose: Research

Article 6(1)(e) – Public Interest (as detailed above)

Article 9(2)(g) – Public Interest

“processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject”. In addition, in order to comply with the Health Research Regulations, explicit consent will be sought from research participants.

Who we share your personal data with: Your personal data will only be shared on a need-to-know basis in connection with the specific purposes set out above. For example, we may share your data with other dental professionals who are involved in your treatment, such as your referring dentist or with South Infirmary and Victoria University Hospital (SIVUH)/Cork University Hospital (CUH) for the purposes of processing blood samples, specimen diagnosis or admission to their theatres for certain procedures being carried out under general anaesthetic. We may also share your personal details (i.e. name, address, date of birth and unique identifier) with third parties who provide services to us such as external production laboratories who complete our laboratory requirements e.g. dentures.

How long we keep your data: We will retain your information until you reach 100 years of age, however we may keep it long if you have attended within the previous 8 years.

Cross-border data transfers: If in the course of processing your personal data it is necessary to transfer your data outside of the European Economic Area, we will only do so on the understanding that we rely on legally approved mechanisms to lawfully transfer data across borders including the Standard Contractual Clauses approved by the European Commission.

Your rights: You have various rights under data protection law, subject to certain exemptions, in connection with our processing of your personal data, including the right:

- to find out if we use your personal data, access your personal data and receive copies of your personal data;
- to have inaccurate/incomplete information corrected and updated;
- in certain circumstances, to have your details deleted from systems that we use to process your personal data or have the use of your personal data restricted in certain ways;
- to object to certain processing of your data by UCC;
- to exercise your right to data portability where applicable (i.e. obtain a copy of your personal data in a commonly used electronic form);
- where we have relied upon consent as a lawful basis for processing, to withdraw your consent to the processing at any time;
- to not be subject to solely automated decision;

If you wish to avail of these rights, please contact: The Information Compliance Manager, University College Cork (Email: gdpr@ucc.ie).

Questions or Complaints: If you have any queries in relation to Data Protection, please contact the Hospital & School Manager, Cork University Dental School & Hospital (021 4901180). If you have any complaints in connection with our processing of your personal data, you can contact University College Cork’s Information Compliance Manager (Email: gdpr@ucc.ie). You also have the right to lodge a complaint with the Data Protection Commission if you are unhappy with our processing of your personal data. Details of how to lodge a complaint can be found on the Data Protection Commission’s website (www.dataprotection.ie), or by telephoning 1890 252 231.