



Comhairle Contae Chill Dara Kildare County Council

COVID -19 Community Response Forum Privacy Statement

As part of the National Local Authority Community Response, Kildare County Council have set up a dedicated community response helpline to ensure that all vulnerable members of our communities are appropriately supported as we move through the next stages of the response to the COVID-19 current public health emergency.

The Council's role as one of the agencies that comprise the established Community Response Forum is to ensure that there is a coordinated community response to enable all voluntary statutory agencies to collaborate in support of our communities and particularly of our most vulnerable members at this time of national public health emergency.

The dedicated Council Community Support phone number and email will help to ensure the safety and well-being of our communities and assist at risk members of the public in accessing non-emergency and non-medical support and advice during this period of the current public health emergency.

This Privacy Statement explains how Kildare County Council will process Personal Data collected through the Community Response call center during the Covid-19 (coronavirus) Pandemic.

The processing of Personal Data is governed by the Data Protection Act 2018 and by the General Data Protection Regulation.

What type and how will your Personal Data be collected?

Personal Data will be collected by Kildare County Council employees when you seek assistance through the Community Response Helpline. This data will be submitted by you either through the telephone or by email.

The types of personal data that you may be required to provide to the Council staff manning the helpline will be as follows:

- Name
- Address including eircode
- Contact details including telephone number and/or e-mail
- Age
- Date of birth

- Family details
- Next of kin
- Any other details including health related data deemed necessary in order to match your needs with the most appropriate community support

We always aim to collect the minimum data necessary to meet your individual needs most effectively.

Kildare County Council will as part of the Community Support Response also be cross-referencing any personal data provided with existing data maintained by ALONE on individuals in our Community already identified as being vulnerable and in isolation. Kildare County Council may also receive from various Community Support Organisations personal data already gathered since the start of the Covid-19 public health restriction measures but prior to the establishment of the Customer Response Helpline.

What is our lawful bases for processing your Personal Data?

Kildare County Council's lawful bases for processing Personal Data collected from the community support helpline are as follows;

- Section 66 (3) of the Local Government Act, 2001 establishes a legal basis for local authorities to take such measures, engage in such activities or do such things in accordance with law (including the incurring of expenditure) as it considers necessary or desirable to promote the interests of the local community.
- Article 6(1)(e) determines that processing is lawful where it is necessary for the performance of a task carried out in the public interest.
- Article 9 (2)(g)(h) & (i) and Section 53 of the Data Protection Act, 2018, establish the lawfulness of processing of special category for reasons of substantial public interest and specifically for reasons of public interest in the area of public health.

In addition to the above each caller to the helpline will be asked to consent (Article 6(1)(a) for personal data and Article 9(2)(a) for special category data such as health details) that only the minimum amount of personal data provided will be forwarded on to the most appropriate community responder organisation for the purposes of ensuring that your needs can be met most effectively.

Who will your Personal Data be shared with?

When you contact Kildare County Council's Community Support Helpline to seek assistance during the COVID – 19 (Coronavirus) pandemic, Kildare County Council may need to share your Personal Data and Special Category/Sensitive data with the following public agencies in order to provide you with the assistance required;

- Health Service Executive

- An Garda Síochána
- Tusla
- Department of Employment Affairs and Social Protection
- Local Enterprise Office
- Kildare and Wicklow Education and Training Board
- South Western Regional Drugs & Alcohol Task Force
- GAA
- IFA
- County Kildare LEADER Partnership
- Public Participation Network
- Peter McVerry Trust
- Family Resource Centres
- County Kildare Chamber of Commerce
- Kildare Age Friendly Alliance
- Kildare Sports Partnership
- Muintir na Tire – Conor O’Leary (County Champion)
- An Post
- Red Cross
- Civil Defence
- Citizens Information
- Kildare South Dublin Local Link
- Kildare Volunteer Bureau
- Alone

Many other community, voluntary, religious and sporting organisations, as well as businesses and individuals, are actively involved in the community support effort throughout Kildare.

How long will we hold your Personal Data?

Your Personal Data collected by Kildare County Council’s Community Support Helpline Team shall only be held for the duration of the COVID-19 restrictions.

Any personal data provided to any of the Community Support organisations listed above will be deleted by that organisation as soon as the Government’s Covid-19 public health measure restrictions have been lifted and the work of the local Community Support Forum in response to Covid-19 has ceased.

How will we protect your Personal Data?

Your Personal Data that you provide us will be securely protected by rigorous measures and procedures to make sure it can't be seen, accessed by, or disclosed to anyone who shouldn't be allowed to see it. We provide training and information to employees who handle Personal Data and treat it as a disciplinary matter if they misuse or do not look after your Personal Data properly.

Your rights:

You have the right to obtain confirmation as to whether data concerning you exists,

to request access to personal data held about you, to be informed of the content and source of data and check its accuracy.

If the data held by us is found to be inaccurate you have the right to rectify/correct this – see above on how to update your records.

You also, subject to certain conditions being met, have the right to object to or seek restriction of the processing of personal data and to request the erasure of personal data held by the Council.

Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data.

To exercise these rights logon to <http://kildare.ie/CountyCouncil/DataProtection/>, use one of the forms at our Counters or contact us. Completed applications should be returned to:

Kildare County Council – Data Protection Officer

Phone	045 980 200
E-mail	dataprotection@kildarecoco.ie or customercare@kildarecoco.ie
Postal Address	Áras Chill Dara, Devoy Park, Naas, Co Kildare. W91 X77F.

Right of Complaint to the Data Protection Commissioner

If you are not satisfied with the outcome of the response received by the Council you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you. The Data Protection Commissioner's website is www.dataprotection.ie or you can contact their Office at:

Lo Call Number	1890 252 231
E-mail	info@dataprotection.ie
Postal Address	Data Protection Commission 21 Fitzwilliam Square South Dublin 2 D02 RD28

Changes to Privacy Statement: We may make changes to this Statement. If we make changes they will be posted below.

LAST UPDATED ON: 1/4/2020