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Meath County Council

Buvinda House, Dublin Road, Navan,
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E-mail: customerservice@meathcoco.ie

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Registration No.: 00172770

Data Protection Privacy Statement for Meath County Council COMM031 COVID-19 Community Response Forum (Helpline & Email)

Who we are and why do we require your information?

Meath County Council seeks to promote the economic, social and cultural development of County Meath and in doing so contribute significantly to improving the quality of life of the people of County Meath. The delivery of high quality services, tailored to meet the needs of all our customers, remains one of Meath County Council's core objectives and is included in our Corporate Plan. This quality service includes not only the level and quality of service given to our customers, but also the quality of our decision-making processes, the efficiency and effectiveness of our corporate operations, standard of our facilities and our ability to adapt in an ever-changing environment. In order to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of County Meath, we will be required to collect, process and use certain types of information about people and organisations. Depending on the service being offered, the information sought may include 'personal data' as defined by the Data Protection Acts and by the General Data Protection Regulation (GDPR) and may relate to current, past and future service users; past; current and prospective employees; suppliers; and members of the public who may engage in communications with our staff. In addition, staff may be required, from time to time, to collect process and use certain types of personal data to comply with regulatory or legislative requirements.

Why do we have a privacy statement?

Meath County Council has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Meath County Council, we will ensure the security of the data you provide to us. Meath County Council creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. Meath County Council's commitment is that the personal data you may be required to supply to us is;

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Recorded, stored accurately and securely and where necessary kept up to date
- Kept only for as long as is necessary for the purposes for which it was obtained.
- Kept in a form which permits identification of the data subject
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

Data Protection Policy

Meath County Council has a detailed Data Protection Policy which outlines how we as a public body are committed to ensuring the security of any personal data you provide to us.

What is the activity referred to in this Privacy Statement?

At the instigation of Minister for Housing Planning and Local Government, Eoghan Murphy, TD, a Meath Community Response Forum has been put in place and will be co-ordinated by Meath County Council.

A dedicated community support helpline and email address has been set up to help vulnerable members of the community or those living alone to access non-emergency and non-medical supports and advice during the current public health emergency (for example deliveries of groceries, medicine and fuels).

The confidential phone-line and email service was established by the new COVID-19 Meath Community Response Forum and is managed by Meath County Council. This Forum includes a large number of agencies and organisations as listed below. The role of the Forum is to allow all voluntary and statutory agencies to work together in support of our communities and particularly of our most vulnerable members.

Some County Council staff are re-deployed to co-ordinate the helpline and support efforts on the ground across the County.

This Privacy Notice explains how Meath County Council will process Personal Data collected through the Community Response Forum Helpline 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. So that assistance can be arranged for those who need it, it will sometimes be necessary for members of the Forum to share limited amounts of personal data.

What type and how will your Personal Data be collected?

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.

Meath 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. Meath 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 the basis for making the processing of personal data in this activity lawful?

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

- That you have provided consent; (Article 6 (1) (a) GDPR)
- The processing is necessary for the performance of a task carried out in the public interest; Article 66 (1) (e) GDPR; Section 66 of the Local Government Act 2001)
- The processing is necessary in order to protect your vital interests; (Article 6 (1) (d))

The legal bases for the processing of your Special Category/Sensitive personal data are:

- The processing is necessary for reasons of public interest in the area of public health acting on the guidance or directions of the National Public Health Emergency Team and Public Health Authority; (Article 9 (2) (g) (i) and Section 53 of the Data Protection Act 2018)
- That you have provided explicit consent to the processing of this personal data for one or more specific purposes; (Article 9 (2) (a))

How long is this personal data held by Meath County Council?

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

Data Security

Meath County Council will take appropriate security measures against unlawful or unauthorised processing of this personal data, and against the accidental loss of, or damage to personal data.

Is the personal data submitted as part of this activity shared with other organisations?

When you contact Meath County Council to seek assistance during this COVID-19 (Coronavirus) pandemic, Meath County Council may share your personal data and Special Category/Sensitive personal data with the following public agencies in order to provide you with the service required.

Meath County Council shall have regard to the security and integrity of the data and will minimise the data shared.

Health Service Executive,
An Garda Síochána,
Age Friendly Alliance,
Alone,
Community Welfare Service,
Túlsa
CYPSC (Children & Young People's Services Committees),
Department of Employment Affairs & Social Protection,
Community Champion,
Meath Civil Defence,
Irish Farmers Association Meath,
Local Link,
Red Cross,
Meath Community Resources,

OPC Chairperson,
Meath Partnership,
Department of Employment Affairs & Social Protection,
Meath Volunteer Centre,
Meath Civil Defence,
Meath GAA County Board,
Meath Public Participation Network (PPN),
Age Friendly,
Citizen's Information,
3rd Age,
Migrant Forum
St. Vincent de Paul
Navan Travellers Workshop
Údarás na Gaeltachta

This may also include many other community, voluntary, religious and sporting organisations, as well as businesses and individuals, who are actively involved in the community support effort throughout Meath.

Your Rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Meath County Council. You also have the right to data portability. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. To exercise these rights, you should contact Meath County Council (Data Controller) at the following address:

Data Protection Officer,
Meath County Council,
Buvinda House,
Dublin Road,
Navan,
Co. Meath

Or email: dataprotection@meathcoco.ie

Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Meath County Council in relation to your request, then 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 or E-mail: info@dataprotection.ie

Postal Address: Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois. R32 AP23.