

Privacy Notice

This notice is designed to help you understand how the Seniors Alert Scheme (SAS) collects and uses your personal data. It is intended for both those eligible to avail of the SAS ('participants') and organisations who are registered with the SAS ('registered organisations').

1. Your personal data – what is it?

Personal data is information that relates to a living individual who can be identified from that data. Processing personal data is governed by the EU General Data Protection Regulations (the "GDPR") and Irish data protection legislation. We collect information such as:

- a participant's name, address, gender, date of birth;
- contact details such as phone number, email address; and,
- whether the participant is living alone, living with another eligible person, living alone for significant periods of time during the day or is a carer.

We also collect a contact name, email address, telephone number and bank details for the registered organisations.

2. Who are we and how do we process your personal data?

The Department of Rural and Community Development (DRCD) and Pobal are the joint data controllers for the SAS (contact details below). Personal data is processed to support the delivery of the SAS and to improve the service provided.

The following table shows how your personal data is used and for what purposes:

	Participants	Organisations
How we collect your data	Participant personal data is collected by your local registered organisation through the completion of a paper-based form. This information is then entered onto an online SAS system.	Organisation details and contact details are collected either by the organisation entering them directly onto the online SAS system, or by completing a paper-based form, the details of which are entered onto the SAS online system by Pobal staff.
Purposes	To process participant application forms for approval of the personal alarms.	To process organisation registration forms to administer the Scheme.
	To support the installation of the personal alarm.	To complete a verification check on records kept, when required.

	To manage requests for replacement of equipment.	To issue email alerts and announcements on the latest information and changes.
	To record participants leaving the scheme.	To ensure that our website has the most up to date list of registered organisations.
	To enable a registered organisation to contact participants following the successful installation of equipment, where deemed necessary.	To notify registered organisations about changes to our website, services and policies.
	To deal with complaints received from various stakeholders.	
	To create information reports for data analysis purposes.	
Sharing of your personal data	Your personal data will only be shared with your local registered organisation and equipment supplier for purposes connected with the SAS.	Your organisation contact details will be shared with the equipment supplier for the county you are located in. A list of registered organisations and contact details is published on the Pobal Website.
	It may also be necessary, on rare occasions, to share data with other Government Departments, public authorities and An Garda Síochána, if required by law.	

All parties are required to comply with data protection legislation when collecting, handling and storing personal data for the delivery, management and administration of SAS Scheme by:

- Keeping personal data up to date;
- Storing and destroying it securely;
- Not collecting or retaining excessive amounts of data;
- Protecting personal data from loss, misuse, unauthorised access and disclosure; and,
- Ensuring that appropriate measures are in place to protect personal data.

3. How long do we keep your personal data?

Your personal data is kept as follows:

- DRCD and/or Pobal retains participant personal data for the period necessary for the delivery of services under the SAS or where subject to statutory requirements.
- DRCD and/or Pobal retains organisational personal data for as long as is set out in the Terms & Conditions of your contract with us.
- The registered organisation will hold participant application forms for a period of two years from the date of their approval.
- The equipment supplier will hold your information for the length of the warranty period.
- The monitoring supplier will hold your information for the length of your contract.

4. Your rights and your personal data

You are entitled to know about the existence of, and to review, the information about yourself that has been gathered for the SAS. Please note that this does not include a right to see personal data about another individual without that other person's consent. On making a written request, and upon satisfactory verification of your identity, we will provide you with a copy of your data held by us.

You are entitled to:

- Access a copy of your personal data;
- Request that your personal data is corrected or deleted if it is found to be inaccurate or if it is no longer necessary to retain such data;
- Object to further processing, where there is a dispute in relation to the accuracy or processing of your personal data.

5. Data Protection Contacts

If you have any questions about our privacy notice, or wish to exercise any of your rights, please contact:

<p>Data Protection Officer Pobal Holbrook House Holles Street Dublin D02EY84</p> <p>Tel: 01 5117500 or email us at dataprotection@pobal.ie</p> <p>Link to Pobal's privacy statement: https://www.pobal.ie/privacy-policy/</p>	<p>Data Protection Officer Department of Rural and Community Development Trinity Point 10-11 South Leinster Street, Dublin 2, D02 EF85</p> <p>Tel 01 7736924 or email us at dataprotectionunit@dracd.gov.ie</p> <p>Link to DRCD privacy statement: gov.ie - Data Protection (www.gov.ie)</p>
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6. Contacting the Data Protection Commission

Should you wish to lodge a complaint you can write to:

The Data Protection Commission,
21 Fitzwilliam Square South,
Dublin 2.
D02 RD28

Please see their website at www.dataprotection.ie to download the relevant form. Alternatively, you can contact them at 01-7650100 or 1800 437737 or by email to info@dataprotection.ie

7. Changes to this SAS Privacy Notice

We keep our privacy notice under regular review. This notice was last updated in Dec 2022.