

Medica Patient Privacy Statement (Ireland)

Medica is the new trading name of Global Diagnostics (Ireland) Limited and Global Retinopathy Screening Limited. Medica acts as a 'data processor' working on behalf of the Health Service Executive (HSE) the 'data controller'. We have been awarded the responsibility to undertake services on their behalf for the provision of healthcare services for you. Our facilities conform with the Medical Council guidelines and the privacy principles of the Data Protection Legislation. As a care provider we want to ensure the highest standard of diagnostic care for our patients. We understand that a medical facility is a trusted environment governed by an ethic of privacy and confidentiality.

Managing your information

To provide care services we need to collect and keep information about you and your health. We only process information for this purpose, if there is the opportunity to use your data for other purposes such as research or training, we would only do so with your express consent.

Processing activities:

- Upon receipt of a diagnostic referral form, signed by your referring clinician, we use this data to communicate with you in the interests of your healthcare.
- We retain your information securely using technical and physical security controls.
- We will only ask for and keep information that is necessary for the provision of your care.
- We will endeavour to keep it as accurate, and as up to date as possible.
- Where your data needs updating, due to a new address or change of circumstances please let us know by sending us an e-mail or giving us a call:
 - e-mail: info@medica.ie
 - Tel: 1800 456 225
- We ensure all persons acting on behalf of Medica, and involved in patient care, are bound by appropriate contracts and confidentiality agreements.
- Access to patient records is controlled to ensure all persons acting on behalf of Medica are only processing data for care purposes. Staff will have access to patient records for the following reasons:
 - Reviewing referral forms from hospitals and consultants to assign them to your care record.
 - Identifying the examination(s) from the referral form and scheduling relevant examinations.
 - Contacting you to arrange / change appointments
 - Communicating with patients to complete patient safety questionnaires in advance of imaging procedures
 - Scanning clinical letters, radiology reports and any other documents not available in electronic format.
 - The communication of relevant care documents for onward referral to GPs, consultants and hospitals and other individuals for care purposes.
 - Exporting radiology images to portable electronic formats
 - Sending diagnostic results to referring clinicians

- Sending diagnostic results to other clinicians, upon your request and permission
- Clinical audit and training, to ensure continuous quality reporting and care.
- Anonymised data may be used for research or training purposes
- Data may be processed in the UK and overseas by Medica Reporting Limited (MRL). This would be solely for healthcare purposes and to provide further diagnostic reporting capacity to our patients. Data protection controls remain the same as our domestic controls. MRL hold industry certifications in information security and cyber security and are compliant with the obligations of data processors under GDPR.

Consent for minors

Where we are required to gather the personal information of a minor (defined as a person aged under 16 years), we will require the attendance and consent of a parent or guardian and will only acquire and store such data with their permission, as well as the awareness of the minor themselves.

Where the parents of the minor are not able to provide such consent, the support of a recognized body will act 'in loco parentis' – for example the school principal, social worker or Gardai will be consulted with the medical professional to ensure that any such processing of personal data is being done in the vital interests of the minor. As much as possible, the minor will be made aware of the processing activity and its purposes.

Disclosure of information to other health and social professionals

We may need to pass some of this information to other health and social care professionals to provide you with the treatment and services you need. Only the relevant part of your record will be released. These other professionals are also legally bound to treat your information with the same duty of care and confidence that we do.

Disclosures required or permitted under law

The law provides that in certain instances personal information (including health information) can be disclosed in the following circumstances:

- **Infectious diseases** Under Health Act 1947 and 1953 plus amendments and Infectious Diseases Regs 1981 plus amendment Regs 2016, there is a list of diseases we are obliged to report e.g. Tuberculosis (TB), Measles, Anthrax, Lyme, Zika. For a full list please see <https://www.hpsc.ie/notificablediseases/>
- **Disclosures to insurance companies** or requests made by solicitors for your records we will only release the information with your signed explicit consent.

Data retention periods

We retain your data solely for the purposes for processing, which is the provision of your healthcare. Medica retain data in line with the General Data Protection Regulations and following retention guidance from the HSE (the 'data controller').

How can you access your personal data?

You have legal rights relating to your personal data. This is the right to request access to the personal data that we hold about you, otherwise known as a subject access request. Medica support data requests from patients under direction from the HSE (the 'data controller'). We will support the HSE ensuring that your right of access, rectification and erasure are upheld, and shall promptly comply with any request from the HSE to amend, transfer, restrict processing of, or delete your personal data. If you wish to see your records in most cases it is the quickest to discuss this with your referring doctor who will outline the information in the diagnostic record with you.

Transferring to another medical imaging company

If you decide to attend another medical imaging company and require movement of your care record held by Medica, with consent and under your direction we transfer a copy of your records to your chosen provider. For medico-legal reasons we will also retain a copy of your records for an appropriate period of time, in line with legal requirements and under guidance from the HSE.

If you have any queries about this Privacy Statement, please contact:

Medica's Data protection Officer:

e-mail: DPO@medica.co.uk

Telephone: 1800 456 225

Or by post to **Medica**
Floor 1
Block 14
Rockfield Medical Campus
Balally
Dublin 16
Ireland

Or if you have any questions regarding data protection and your healthcare records please contact the HSE:

Data Protection Officer HSE: Jim O'Sullivan

e-mail: dpo@hse.ie

Telephone: 087 908 2160

Or by post to: **HSE**
Room 102
Phoenix Hall
St Mary's Hospital
Dublin
D20 CK33