

## COVID -19 Community Response Forum Privacy Statement

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As part of the National Local Authority Community Response, Dun Laoghaire Rathdown County Council has 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 the 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 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 or volunteers 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.

The 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?**

The 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.

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 the Council's Community Support Helpline to seek assistance during the Covid – 19 (Coronavirus) pandemic, the Council may need to share your Personal Data and Special Category/Sensitive data with the following public agencies/volunteer bodies in order to provide you with the assistance required:

- An Garda Síochána
- Health Services Executive
- Tusla Child and Family Agency
- Department of Employment Affairs and Social Protection
- Southside Partnership dlr CLG
- DLR Volunteer Centre
- DLR Public participation network
- Alone
- Making Connections
- An Post
- Civil Defence
- Scouting Ireland
- Cuala GAA club
- Kilmacud Crokes GAA club
- Ballinteer St Johns GAA club
- Shankill GAA club
- Stars of Erin GAA club
- Geraldine Patrick Morans GAA club

### **How long will we hold your Personal Data?**

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

### **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. The Council provides training to all employees on their responsibilities in relation to personal data.

**For further information in relation to the processing of your personal data for the purpose of the Community Response Forum, you may contact the Council's Data Protection Officer as follows:**

**Email: [Dataprotectionofficer@dlrcoco.ie](mailto:Dataprotectionofficer@dlrcoco.ie)**

**Tel: 086 0203514**