

The National Engagement on Digital Health and Social Care and your personal data

This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are as part of the National Engagement on Digital Health and Social Care telephone survey which Ipsos are carrying out on behalf of the Health Information and Quality Authority (HIQA).

About Ipsos

Ipsos is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such, we abide by the Market Research Society Code of Conduct and associated regulations and guidelines.

What is Ipsos legal basis for processing your personal data?

Ipsos requires a legal basis to process your personal data. The legal basis for processing by us is your consent to take part in the National Engagement on Digital Health and Social Care survey. If you wish to withdraw your consent at any time, please see the section below covering 'Your rights'.

How will Ipsos use any personal data including survey responses you provide?

Firstly, responding to this survey is entirely voluntary and any answers are given with your consent. Ipsos will keep your personal data and responses in strict confidence in accordance with this Privacy Policy. Ipsos can assure you that you will NOT be identifiable by the Health Information and Quality Authority (HIQA) or in any published result. Ipsos will use your personal data and responses solely for research purposes and to produce anonymous, statistical research findings and insights for the Health Information and Quality Authority (HIQA).

How will Ipsos ensure my personal information is secure?

Ipsos takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems. Your personal information is securely encrypted at all stages. This includes while your responses are being recorded by the interviewer, while being transferred to the servers and while being retained on the servers.

How long will Ipsos retain my personal data and identifiable responses?

Ipsos will only retain your data in a way that can identify you for as long as is necessary to support the research project and findings. In practice, this means that once we have satisfactorily reported the anonymous research findings to the Health Information and Quality Authority (HIQA), we will securely remove your personal, identifying data from our systems. For this project, we will securely remove your personal data from our systems by December 2023.

Where will my personal data be held and processed?

All of your personal data used and collected for this survey will be stored by Ipsos in data centres and servers within Ireland, the UK, and the European Economic Area. This is done in compliance with the General Data Protection Regulation (GDPR).

Your rights

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- You have the right to access your personal data within the limited period that Ipsos holds it. Providing responses to this survey are entirely voluntary and are done so with your consent. You have the right to withdraw your consent and to object to our processing of your personal data at any time, by contacting us as set out in the section How can I contact Ipsos.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold.
- If you want to exercise your rights, please contact us at the below Ipsos address.
- You are also entitled to request from us to provide you with the personal data you may have provided to Ipsos.
- You have the right to lodge a complaint with the Data Protection Commission if you have concerns on how we have processed your personal data. You can find details about how to contact the Data Protection Commission at <https://dataprotection.ie> or by sending an email to: info@dataprotection.ie.

How can I contact Ipsos & the Health Information and Quality Authority about this survey and/or my personal data?

Contact Ipsos

Email: dpo.ireland@ipsos.com with "HIQA Digital Survey" in the email subject line

Post: Healthy Ireland Survey Data Protection Officer Ipsos Block 3 Blackrock Business Park Blackrock Co Dublin

Contact the Health Information and Quality Authority (HIQA)

Email: digitalservice@hiqa.ie

Post: HIQA at National Engagement Survey, HIS Technical Standards, HIQA, George's Court, George's Lane, Smithfield, Dublin 7

Telephone: (01) 828 6770