

COVID -19 COMMUNITY CALL

Privacy Statement

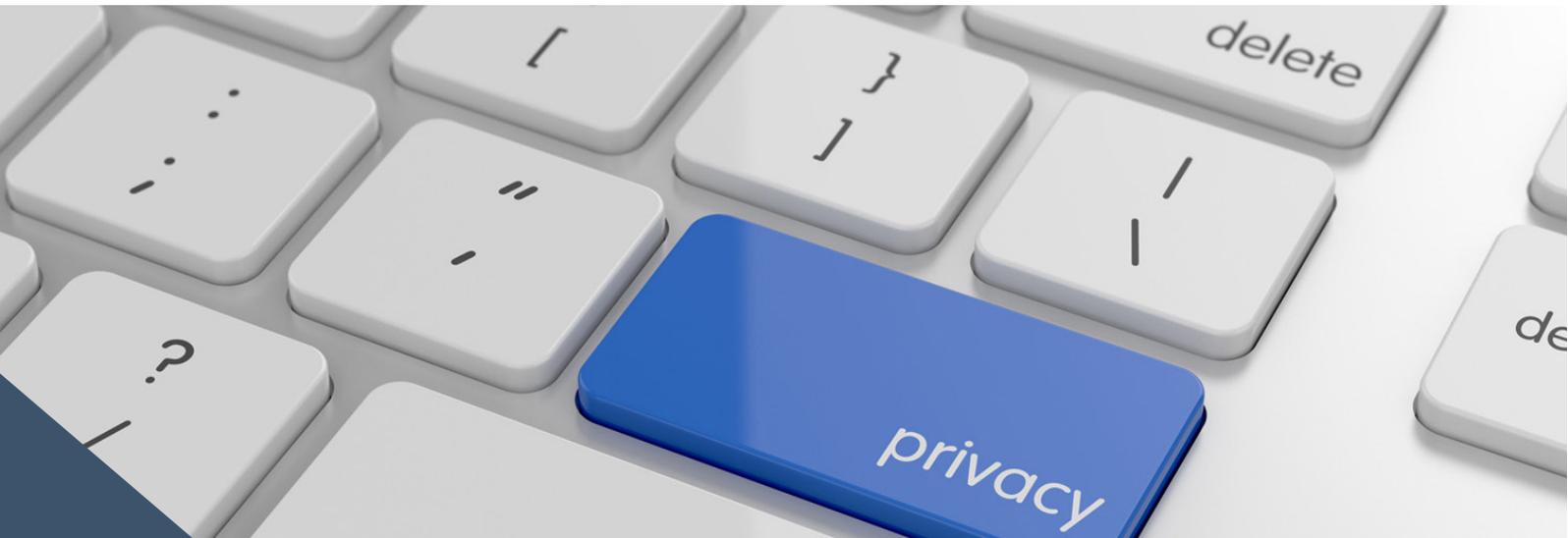
The National Government, Local Government and the community and voluntary sectors have created *The Community Call*, with a network of 31 centres across the country, one in each local authority area.

Longford County Council has set up a dedicated Community Call support 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 public health emergency.



The Council's role, as one of the agencies that comprise the established Community Call helpline, 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 Call phone numbers 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 public health emergency.



PRIVACY MATTERS TO US
Respect Privacy. Safeguard Data and Enable Trust.

What is the purpose of this Privacy Statement?

This Privacy Statement explains how Longford County Council will process Personal Data collected through the Community Call 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.

How do we collect your Personal Data?

Personal Data will be collected by Longford County Council employees when you seek assistance through the Community Call Helpline. This data will be submitted by you either through the telephone or by email.

Longford County Council may already hold data about you which you may have provided previously for a specific reason. Normally Longford County Council would seek to inform you that the data provided would be used for a different purpose but due to the rapidly emerging situation regarding the current pandemic this will not always be possible.

If we already hold information regarding vulnerability as defined in the current guidance from the Government and Public Health Officials, we may share this for emergency planning purposes or to protect your vital interests by sharing with services both inside and outside the Council.

Longford County Council will also, as part of the Community Call, 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.

Longford County Council may have received personal data gathered from various community and voluntary sectors since the start of the COVID-19 public health restriction measures and prior to the establishment of the Community Call Helpline.



What type of Personal Data do we collect?

The types of personal data that you may be required to provide to Council's employees 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

Additionally, we may in this current crisis need to ask you for sensitive personal information. For example, if you have any underlying illnesses or are vulnerable, that you have not already supplied. This is so the Council can assist and prioritise our response to you.

We always aim to collect the minimum data necessary to meet your individual needs most effectively.

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How will we use your Personal Data?

Only the necessary Personal Data collected will be transferred to the relevant community support respondent to enable them to assist with any non-emergency and non-medical support and advice which you may seek during this public health emergency.

Why do we collect your Personal Data?

Longford County Council's lawful bases for processing Personal Data collected from the Community Call 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.

In addition to the above, each caller to the helpline will be asked to consent under (Article 6(1)(a)) for personal data and (Article 9(2)(a)) for special category data, for Longford County Council to forward your personal data if necessary to the most appropriate community responder for the purposes of ensuring that your needs can be met most effectively.

Who do we share your Personal Data with?

When you contact Longford County Council Community Call helpline to seek assistance during the COVID – 19 (Coronavirus) pandemic, Longford County Council may need to share your Personal Data and Special Category/Sensitive data with the following public agencies in order to provide you with the assistance required;



- Health Service Executive
- An Garda Síochána
- Age Friendly Alliance
- Alone
- An Post
- Community Champion(s)
- Community Welfare Service, Dept. of Employment Affairs and Social Protection
- Irish Farmers' Association, Longford
- Local Link
- Longford Civil Defence
- Longford Community Resources
- Longford GAA County Board
- Longford Public Participation Network (PPN representing over 400 voluntary and community groups in County Longford)
- Longford PPN Intercultural Forum
- Longford Citizen's Information
- Longford Sports Partnership
- Longford Volunteer Centre
- (LWL) Longford Womens Link
- Tulsa

And many other community, voluntary, religious and sporting organisations, as well as businesses and individuals, that are actively involved in the community support effort throughout Longford County Council.

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How will we protect your Personal Data?

Your Personal Data that you provide us with will be securely protected by rigorous measures and procedures to make sure it cannot be seen, accessed by, or disclosed to anyone who should not be allowed to see it. We provide training to employees who handle Personal Data and treat it as a disciplinary matter if they misuse or do not look after your Personal Data properly.



How long will we hold your Personal Data?

Your Personal Data collected through the Community Call helpline shall only be held for the duration of the COVID-19 restrictions.

Any personal data provided to any of the Community Support organisations listed above will be deleted by that organisation as soon as the Government's COVID-19 public health measure restrictions have been lifted and the work of Longford's Community Call helpline, set up in response to COVID-19, has ceased.

For further information on how Longford County Council processes Personal Data and your rights , please refer to Longford County Council's Main Privacy Statement which can be found on our website <http://www.longfordcoco.ie/your-council/data-protection/>

OR

You may contact Longford County Council's Data Protection & Information Compliance Officer at the Council Headquarters on Tel: 043 3344207/086 7870932, Email: dpo@longfordcoco.ie