

Dublin City Council Social Work Department's Privacy Notice

The General Data Protection Regulation (GDPR) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area.

Who Are We?

We are Dublin City Council's Social Work Service. Our social workers are registered with CORU, the regulator for health and social care professionals in Ireland. We adhere to a Code of Professional Conduct and Ethics for Social Workers. As social workers we value confidentiality, informed consent and the retention of accurate and accessible records. Your data is your own and your data security is important to us.

How Do We Use Your Data?

All personal data is processed and stored securely. We comply with our obligations and safeguard your rights under the Irish Data Protection Acts, Freedom of Information Acts and any amendments to same as well as the GDPR at all times. Our use of personal data will have a lawful basis, either because it is necessary for the performance of our service and/or because you have consented to our use of personal data. The lawful basis for holding this is set out in the Housing (Miscellaneous Provisions) Act 2009 — section 32(2), Data Protection Act 2018, Section 52, Section 3 and 4 Health and Social Care Professionals Act 2005, Section 2 Health Identifiers Act 2014.

We hold data for 7 years except where a housing priority is recommended, in which case we will hold the information until an offer of accommodation is taken up, or in other exceptional circumstances.

How and Where Do We Store Your Data?

All personal data is stored on a secure electronic recording system. Where we hold paper records containing your personal data, these are stored on individual files which are secured on our premises and where only our staff can access them.

Do We Share Your Data?

In assessing social work referrals and Exceptional Social Grounds applications, and in the interest of providing a social work service, we may share your information with internal sections of Dublin City Council, the Gardaí, HSE, TUSLA, voluntary bodies or any other authorised bodies that in our opinion may assist in consideration of your application.

In certain circumstances we may be legally required to share data held by us, which may include your personal data, for example, where we are involved in legal proceedings or court ordered. Also we are mandated by law to share information with TUSLA, Child and Family Agency, where a child may be at risk of harm.

How Can You Access Your Data?

If you have any questions about the processing of your personal data in the Social Work section, please speak with a Social Worker (Tel: 01 2222233).

You have the right to ask for a copy of any of your personal data held by Dublin City Council. You also have a right to have your personal data amended or removed in certain circumstances. To access your data or make a complaint please contact:

Address: The Data Protection Officer,
Information Management Unit,
Dublin City Council,
Civic Offices,
Wood Quay,
Dublin 8.
D08 RF3F

Email: dataprotection@dublincity.ie or foi@dublincity.ie

Tel: 01 2223775.

Finally, if you are not satisfied with the outcome of your response from Dublin City Council you can also make a complaint to the Data Protection Commissioner.

The Data Protection Commission's website is www.dataprotection.ie or you can contact their Office at

Lo Call Number: 1890 252 231

E-mail: info@dataprotection.ie

Post: Data Protection Commission,
Canal House,
Station Road,
Portarlinton,
Co. Laois
R32 AP23

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