

## Dublin City Council

### **Covid-19 Community Response Forum and Helpline Data Privacy Notice**

At the instigation of Minister for Housing Planning and Local Government, Eoghan Murphy, TD, a Dublin City COVID-19 Community Response Forum has been put in place and will be co-ordinated by Dublin City Council.

A dedicated community support helpline and email address has been set up to help vulnerable members of the community or those living alone to access non-emergency and non-medical supports and advice during the current public health emergency (for example deliveries of groceries, medicine and fuels).

The confidential phone-line and email service is managed by Dublin City Council. It was established by the new COVID-19 Dublin City Community Response Forum.

This Forum includes over a dozen agencies and organisations who are listed below. The role of the Forum is to allow all voluntary and statutory agencies to work together in support of our communities and particularly of our most vulnerable members. Some City Council staff are re-deployed to co-ordinate the helpline and support efforts on the ground across the City.

This Privacy Notice explains how Dublin City 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.

So that assistance can be arranged for those who need it, it will sometimes be necessary for members of the Forum to share limited amounts of personal data.

#### **What type and how will your Personal Data be collected?**

The types of personal data that you may be required to provide to the Council staff 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.

Dublin City Council will as part of the Community Support Response also 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. Dublin City 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?**

Dublin City 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.

In addition to the above each caller to the helpline will be asked to consent (Article 6(1) (a) for personal data and Article 9(2) (a) for special category data such as health details) that 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.

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

Your Personal Data collected by Dublin City Council's Community Support Helpline Team 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 the local Community Support Forum in response to Covid-19 has ceased.

## **How will we protect your Personal Data?**

- The Personal Data that you provide 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.
- This data will not be transferred outside Ireland.
- For further information on how Dublin City Council processes Personal Data and your rights, please refer to Dublin City Council's main Privacy Statement which can be found on our website <http://www.dublincity.ie/privacy-statement>

OR

You may contact Dublin City Council's Data Protection Officer by email at [dataprotection@dublincity.ie](mailto:dataprotection@dublincity.ie) or telephone 01 222 3775

**List of Community Responders**

- Dublin City Council
- Lord Mayor of Dublin
- Dublin Volunteer Centre
- Northside Partnership
- South City Partnership
- Dublin Inner City Co-op
- Ballyfermot Partnership
- ALONE
- Dublin Age Friendly Alliance
- TUSLA
- HSE
- An Post
- Community Welfare Service
- An Garda Siochana
- Dublin Civil Defence
- GAA
- Irish Red Cross
- Other agencies as required