

# **Privacy Notice**

## **IFMS Stakeholder Management CRM Database**

### **Purpose**

The Health Service Executive (HSE) is the Data Controller for the IFMS (Integrated Financial Management System) Stakeholder Management CRM (Customer Relationship Management) system. The purpose of this notice is, in the interest of transparency, to explain to relevant HSE and Voluntary Health Care Organisation employees:

- How we collect and use personal information to support stakeholder engagement with impacted staff to enable the implementation of the IFMS System throughout the Irish Health Sector.
- Ensuring the project is compliant with its statutory obligations of data protection legislation.

### **The information we process**

To support stakeholder engagement around the implementation of the IFMS system across the Irish Health Sector, it is necessary for the IFMS Project Team to collect and process various categories of personal information about you. Only relevant data is recorded, for example, data that is necessary to effectively communicate and engage with you as part of the roll out and implementation of the IFMS Project.

### **Type of information we collect**

Personal data means any information relating to you, which allows the HSE to identify you. The HSE may collect the following personal information about you:

- First name, last name, email address, mobile phone number, work address.
- Business phone number.
- Grade.
- Job title and organisation name.
- Division/department, section.
- Timeline of activity including notes/ attachments related to engagement with the contact.
- Your relationship with other stakeholders on the project may also be mapped to your profile.

## **Why we process your information?**

- To communicate and engage with you and in some circumstances your line manager about the IFMS project.
- To invite you to workshops, webinars, communications events, training and other relevant events.
- To provide appropriate anonymised reporting and analytical functionality to Finance Reform Programme governance structures on stakeholder engagement for IFMS.
- To maintain and manage access to appropriate records of engagement with you.
- To ensure appropriate governance of information in relation to the IFMS Project and its implementation.

## **Who can access your data?**

Data will only be shared on a strict need-to-know basis for specific purposes relating to the management of the IFMS Project. It may only be accessed by:

- HSE staff involved in the IFMS Project team.
- External data processors for the purposes of the delivery of the IFMS Project.

## **How your information will be kept secure?**

The HSE has legal obligations under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 to ensure all personal data, which is collected and processed by the IFMS Project, is kept confidential and secure. To comply with these legal obligations, the HSE and its suppliers, who are supporting the IFMS Project, have implemented a number of technical and organisational measures to protect the IFMS CRM and the data stored on the system from unauthorised or unlawful processing, accidental loss, destruction or damage.

## **Legal basis for processing**

The HSE's lawful basis under the General Data Protection Regulation for processing personal data relating to the IFMS Project is as follows:

- The processing of personal data is necessary for a task carried out in the public interest or in the exercise of official authority vested in the controller (Article 6.1(e) GDPR).

## **Will my information be processed outside the European Economic Area (EEA)?**

The IFMS CRM is hosted within the European Economic Area (EEA) and no data will be transferred to countries outside the EEA.

## How long your information will be kept?

Data will only be retained for as long as it serves the purpose for which it was collected, in this case as long as the IFMS Stakeholder Engagement CRM is required to remain in place and in line with the HSE Record Retention Policy.

## Your rights

You have certain legal rights concerning your information and the manner in which we process it. These include:

- a right to get **access** to your personal information;
- a right to request us to **correct** inaccurate information, or update incomplete information;
- a right to request that we **restrict** the processing of your information in certain circumstances;
- a right to request the **deletion** of personal information;
- a right to **receive** the personal information you provided to us in a portable format;
- a right to **object** to us processing your personal information in certain circumstances; and
- a right to lodge a **complaint** with the Data Protection Commission.

You can access your records held by the IFMS Project by making a subject access request (SAR) and forms are available for this on the [Data Requests page](#).

## Contact details

Contact details for the Data Controller are as follows:

Clodagh Lawler

IFMS Head of Change and Benefits Management, Communications and Training Team

Email: [change.ifms@hse.ie](mailto:change.ifms@hse.ie)

## Useful Links

[HSE DPO Contact Details](#)

[HSE Cookie Policy](#)

[IFMS Project](#)