

## Student Health Centres

### Privacy Statement

The Technological University Dublin (TU Dublin) Student Health Centres aim to ensure the highest standard of medical care for our students. Your personal information is processed based on your Consent.

The Student Health Centres are considered to be a trusted community governed by an ethic of privacy and confidentiality. Our practices are consistent with the Medical Council guidelines and the privacy principles of the Data Protection Acts. We acknowledge that students' consent is the key factor in processing student medical data.

The University and the GPs (the University's contracted Doctors) are 'Separate Data Controllers' as defined by Data Protection legislation and retain your information securely and in line with Data Protection Policies and Procedures and IT Security Policies and Procedures. For further information on the University's Data Protection Policies and Procedures, please see: <https://www.tudublin.ie/explore/gdpr>

We will only ask for and retain information that is necessary and keep it as accurate and up to date as possible. We will explain the need for any information we ask for if you are not sure why it is needed.

#### BLANCHARDSTOWN & TALLAGHT

When you register with the Student Health Centre, we take your biographical details e.g. your name, gender, address, phone number, date of birth, etc. and input them into our Healthcare Patient Management System

- Blanchardstown – "Helix Practice Manager" software
- Tallaght – "Socrates" Patient Management System software

We ask that you inform us of any changes to this information e.g. change of address and phone number.

#### CITY

We currently upload your Registration details (title, name, gender, address, phone number, date of birth, email address, student number, course number) from the Student Records System 'Banner' into our Healthcare Management System 'Socrates'. When you attend as a patient we will ask you to inform us about any relevant changes to this information e.g. change of address and phone number.

During a consultation, we will also ask you to inform us about any relevant changes to your health that we should know about. This would include such things as any new treatments or investigations being carried out that we may not be aware of. This is in order to ensure the highest standard of medical care.

All TU Dublin employees in the Student Health Centres, not already covered by a professional confidentiality code, receive training in medical confidentiality to ensure patient data is secure. The University or the GPs, as the Data Controllers have Data Sharing Agreements in place with external processors of patient data e.g. 'Healthlink' for the electronic reporting of phlebotomy results.

Access to patient records is regulated to ensure that they are used only to the extent necessary to enable our staff to perform their tasks for the proper functioning of the practice. In this regard, students should understand that practice staff may have access to their records for:

- Preparing referral letters to hospital consultants or allied health professionals such as physiotherapists, occupational therapists, psychologists and dieticians.
- Identifying and printing repeat prescriptions for patients which are reviewed and signed by the GP.
- Opening letters from hospitals and consultants. The letters could be scanned into the patient's electronic record.
- Scanning clinical letters, radiology reports and any other documents not available in electronic format.
- Downloading laboratory results and performing integration of these results into the electronic patient record.
- Photocopying or printing documents for referral to consultants or when a patient is changing GP.
- Checking if a hospital or consultant letter has been received or if a laboratory or radiology result is back, in order to schedule a conversation with the GP.

## **Organisational and Technical Data Safeguards**

Access to servers and desktops is restricted by user membership based on the "least privilege principle" which means that staff can only access information that is required in order to perform their duty.

All users of the Patient Management System are assigned a unique user account and will have access to the minimum necessary information needed to perform job functions.

There is restricted physical access to the Student Health Centre.

## **Disclosure of Information to other Health and Social Care Professionals**

We may need to pass some of your Personal Data to other health and social care professionals in order to provide you with the treatment and services you need e.g. Referrals to Consultants; hospital laboratories, etc. Only the relevant part of your record will be released. These other professionals are also legally bound to treat your information with the same duty of care as we do.

## **Disclosures Required or Permitted under Law**

The law provides that, in certain instances, personal information (including health information) can be disclosed. Under Public Health Legislation, we need to make Notifications for Infectious Disease (see [www.hpsc.ie/notifiablediseases](http://www.hpsc.ie/notifiablediseases)), influenza surveillance and some National Registries.

In general, work related Medical Certificates from the GP will only provide a confirmation that you are unfit for work or college with an indication of when you will be fit to resume work. Where it is considered necessary to provide additional information we will discuss that with you.

In the case of disclosures requested by solicitors, we will only release your medical records with your signed consent.

## **Use of Information for Training, Teaching and Quality Assurance**

It is usual for GPs to discuss patient case histories as part of their continuing medical education or for the purpose of training GPs and/or medical students. In these situations, the identity of the patient concerned will not be revealed.

It may be beneficial for other Health Professionals within the practice to be aware of patients with particular conditions and in such cases this practice would only communicate the information necessary to provide and manage the highest level of care to the patient.

## **Your Right of Access to your Health Information**

You have the right of access to all **personal information** held about you by TU Dublin and the GP as outlined in the box below. However, if you only wish to access your **Medical Records**, it is best to discuss this with the GP who will outline the information in your record with you. With your written consent your medical records can be released to you free of charge without having to make a Subject Access Request under Data Protection legislation. You also have the right to rectify your data and can contact us at any point to do so.

## **What are your rights under Data Protection Law?**

You have the following rights, subject to certain exemptions, in relation to your personal data:

<b>Right</b>	<b>Explanation</b>
Information	The right to be informed about the data processing the University does.
Access	The right to receive a copy of and/or access the personal data that the University holds about you.
Portability	You have the right to request that the University provides some elements of your personal data in a commonly used machine readable format in order to provide it to other organisations.

Erasure	The right to erasure of personal data where there is no legitimate reason for the University to continue to process your personal data.
Rectification	The right to request that any inaccurate or incomplete data that is held about you is corrected.
Object to processing	You can object to the processing of your personal data by the University in certain circumstances, including direct marketing material.
Restriction of processing concerning the data subject	You can request the restriction of processing of personal data in specific situations where: <ul style="list-style-type: none"> <li>(i) You contest the accuracy of the personal data;</li> <li>(ii) You oppose the erasure of the personal data and request restriction instead;</li> <li>(iii) Where the University no longer needs the data but are required by you for the establishment, exercise or defence of legal claims.</li> </ul>
Withdraw Consent	If you have provided consent for the processing of any of your data, you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn. This can be done by contacting the Department who obtained that consent or the University's Data Protection Office (contact details below).
The right to complain to the Data Protection Commissioner	You have the right to make a complaint in respect of our compliance with Data Protection Law to the Office of the Data Protection Commissioner.

In order to exercise any of the above rights please contact us using the contact details set out below.

## **Data Retention Policy**

In accordance with Data Protection Regulations, the TU Dublin Student Health Centres will ensure that medical records of students who have attended the Student Health Centre are destroyed in accordance with our Data Retention Policy.

## **Transferring to Another Practice**

We will facilitate your request to forward your records to your own GP by making a copy of your medical records available on receipt of a signed Transfer of Medical Records Form. For medico-legal reasons the GP will also retain a copy of your records in their practice in line with our Data Retention Policy.

We hope this Privacy Statement has explained any questions you may have about your personal data in our Student Health Centres. If you have any further questions, please speak to a member of our staff:

**Blanchardstown**

Student Health Centre, Room C108, TU Dublin Blanchardstown, D15

Tel: +353 1 8851105 Email: [aisling.moore@TUDublin.ie](mailto:aisling.moore@TUDublin.ie)

**City**

Student Health Centre Aungier Street, Room 2051, Aungier Street, Dublin 2

Tel: +353 1 4023051 Email: [ahealth@dit.ie](mailto:ahealth@dit.ie)

Student Health Centre Linenhall Lodge, Henrietta Place, Dublin 1

Tel: +353 1 4023614 Email: [boltonst.healthcentre@dit.ie](mailto:boltonst.healthcentre@dit.ie)

**Tallaght**

Student Health Centre, 1<sup>st</sup> Floor, TU Dublin Tallaght, D24 FKT9

Tel: +353 1 4042613 Email: [StudentHealth.Tallaght@TUDublin.ie](mailto:StudentHealth.Tallaght@TUDublin.ie)

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## Questions & Complaints

If you are unhappy with the University's handling of your personal data, or believe that the requirements of data protection legislation may not be fully complied with, you should contact the University's Data Protection Office in the first instance. You also have the right to submit a complaint to the Data Protection Commissioner.

### How to contact us

#### Data Controller:

Please contact us if you have any questions about the information we hold about you or to request a copy of that information.

Data Protection Office, TU Dublin –

- By email: [dataprotection@tudublin.ie](mailto:dataprotection@tudublin.ie)
- In writing: The Data Protection Office, TU Dublin, Park House Grangegorman, 191 North Circular Road, Dublin 7, D07 EWW4
- Tel:  
Blanchardstown +353 1 8851503  
City +353 1 2205071  
Tallaght +353 1 4042530

#### Office of the Data Protection Commissioner:

- [www.dataprotection.ie](http://www.dataprotection.ie)
- By email: [info@dataprotection.ie](mailto:info@dataprotection.ie)
- In writing: Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28
- Tel: +353 57 868 4800 or +353 761 104 800