



Comhairle Cathrach Chorcaí
Cork City Council

COVID 19 COMMUNITY RESPONSE/ COMMUNITY CALL

PRIVACY STATEMENT

COMMUNITY, CULTURE & PLACEMAKING DIRECTORATE

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1. Introduction:

Cork City Council is responsible for the provision of an extensive range of public services, including the COVID-19 Community Response/ Community Call.

This is the Privacy Statement for the COVID-19 Community Response/Community Call which comes under the remit of the Community, Culture & Placemaking Directorate of Cork City Council.

Cork City Council seeks to promote the economic, social and cultural development of Cork City and in doing so contribute significantly to improving the quality of life of the people of Cork City.

The delivery of high-quality services, tailored to meet the needs of all our customers, remains one of Cork City Council's core objectives and is included in our Corporate Plan. This quality service includes not only the level and quality of service given to our customers, but also the quality of our decision-making processes, the efficiency and effectiveness of our corporate operations, standard of our facilities and our ability to adapt in an ever-changing environment.

2. Information Collected by Cork City Council:

In order to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of Cork City we will be required to collect, process and use certain types of information about people and organizations.

Depending on the service being sought or provided, the information sought may include 'personal data' as defined by the Data Protection Acts and by the General Data Protection Regulation (GDPR) and may relate to current, past and future service users; past, current and prospective employees; suppliers and members of the public who may engage in communications with our staff. In addition, staff may be required, from time to time, to collect, process and use certain types of personal data to comply with regulatory or legislative requirements.

Ireland's National Action Plan on COVID-19 (Coronavirus) has tasked local authorities and other agencies to work closely with the Department of Community & Rural Development to coordinate the community and volunteering response to the current public health emergency. A new COVID-19 Community Response Advisory Forum has been established to coordinate community-based supports to ensure that vulnerable members of the community can avail of a trusted and coordinated support service over the months that Covid-19 is affecting our lives.

A community support helpline has been established to allow citizens in need access information and supports, and avail of on the ground services and interventions (many delivered by community groups and agencies) which they may require arising from the pandemic and the controls and guidance which have been put in place.

Persons requesting support may be required to provide information on the following categories of data (where they are applicable). The Council will always aim to collect the minimum data necessary to deal with enquiries:-

- Contact details of the requestor.
- Contact details for the citizen in need and other members of their household.

- Relationship between the requestor and citizen in need.
- Details of any other household members seeking assistance.
- Details of any medical or disability grounds which may have a bearing on the request for support and/or the welfare of persons providing the support.

In addition, in order to provide appropriate and safe supports to citizens in need by volunteers registered with a recognized community group, issued with letters or permits, the local authority will gather evidence that a particular data subject is registered with a recognized community group to undertake volunteer work as part of the Community Response. To this end data in relation to those volunteers will be collected and processed by the local authority. This includes contact details for the volunteer (data subject) and referrals from their club or group in relation to their suitability for work.

Finally, in order to process applications for the related COVID-19 Grant Fund to community organisations, certain data is processed about those groups, including contact data for persons.

3. Why do we have a Privacy Statement?

Cork City Council's Community & Social Inclusion Section Service has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Cork City Council's Community & Social Inclusion Section Service that we will ensure the security of the data you provide to us.

Cork City Council's Community & Social Inclusion Section Service creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. Cork City Council's commitment is that the personal data you may be required to supply to us is:-

- obtained lawfully, fairly and in a transparent manner;
- obtained for only specified, explicit and legitimate purposes;
- adequate, relevant and limited to what is necessary for purpose for which it was obtained;
- recorded, stored accurately and securely and, where necessary, kept up to date;
- kept only for as long as is necessary for the purposes for which it was obtained.
- kept in a form which permits identification of the data subject for no longer than necessary;
- processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorized or unlawful processing.

4. Data Protection Policy:

Cork City Council has a detailed Data Protection Policy which goes into more detail as to how we as a public body are committed to ensuring the security of any personal data you provide to us.

A copy of our Data Protection Policy can be accessed via the following link - [Cork City Council Data Protection Policy](#)

5. Sharing Information:

The Council may share personal information of requestors and citizens in need with other bodies to progress a request. These may include the following and other organisations and bodies that may be added, after screening, to the Community Call during the period of COVID-19:-

- Health Service Executive
- Cork City Council

Cork City Council requires all third parties to respect the security of your personal data and to treat it in accordance with the law. It will not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with Cork City Council's instructions/guidance/policies.

6. How your personal data will be used/processed:

Community Support Helpline:

Personal data may be collected from members of the community who have a range of needs due to being isolated, cocooned and where other support networks are not available to assist with their needs.

This data may be passed on to frontline services, government organisations and a range of volunteer organisations in order to allow those organisations to fulfil the needs of those persons and support the existing frontline services and volunteer organisations. This will be for the duration of the Coronavirus pandemic and for a period of a maximum of 12 months thereafter to allow for the closedown of the service in an orderly manner.

A dedicated contact number, (1800-222-226), has been established to take calls, requests by SMS from members of the public through a centralized phoneline set up by Cork City Council and an email has been set up (covidsupport@corkcity.ie). Other channels may be added to the service in due course and this Privacy Statement updated. Calls and requests received will be relayed to the relevant organisations either identified by the member of the public or as identified by Cork City Council guidelines, liaising organizational partners as part of Community Response Forum.

Cork City Council may also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your requests to calculate the percentage of users accessing a specific service channel. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Privacy Notice.

Volunteer Permits:

Information in relation to volunteers will need to be processed in order for the Council to issue them with a letter of permit or authorization to travel as essential worker under the Community Call framework.

Grant Administration:

Contact information for two people and a declaration on behalf of a group or organization is processed as part of the DRCD COVID -19 Fund administration.

7. Legal and Regulatory Obligations:

The legal basis for processing personal data is included in Article 6 and Article 9 (2) (g); (h) and (i) of the General Data Protection Regulation, Section 53 of the Data Protection Act 2018 and Section 66(3) of the Local Government Act, 2001. This basis includes:

- Where processing is necessary to protect the vital interests of the data subject or of another natural person;
- Processing for the performance of a task in the public interest;
- Where we need to comply with a legal or regulatory obligation and your interests and fundamental rights do not override those interests.
- A legal basis for a local authority to engage in activities to promote the interests of the community.

Generally, Cork City Council will not rely on consent as a legal basis for processing your personal data in connection with this service. However, call centre staff will endeavor to inform data subjects of any service provider (data processor) who they will be sharing case details with.

Special provision will be put in place so only limited supervisors, case initiators and on-the-ground providers who meet “the need to know” criteria, can store and access special category personal information.

8. Change of Purpose:

Cork City Council will only use your personal data for the purposes for which it collected it, unless it reasonably considers that it needs to use it for another reason and that reason is compatible with the original purpose. If Cork City Council needs to use your personal data for an unrelated purpose, it will notify you and explain the legal basis which allows it to do so.

Please note that Cork City Council may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

9. Records Retention Policy:

Cork City Council will only retain your personal data for as long as necessary to fulfil the purposes it collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential for risk or harm from unauthorized use or disclosure of your personal data, the purpose for which it processes your personal data and whether it can achieve those purposes through other means, and the applicable legal requirements.

It is intended that your data will be held for a period no longer than 12 months from the end of the COVID-19 pandemic. Any data retained for statistical or other purposes will be anonymized.

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10. Your Data Protection Rights:

You have the right to:-

- Request access to personal data held about you;
- Obtain confirmation as to whether data concerning you exists;
- Be informed of the content and source of data and check its accuracy.

In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Cork City Council. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data.

Cork City Council has implemented a Data Subject Access Request procedure to manage requests in an efficient manner and within the timelines stipulated in GDPR. You can download a copy of our Data Protection Access Request from the link below:-

<https://www.corkcity.ie/en/media-folder/public-info/data-subject-access-request-form.pdf>

Complaints on the use, retention and disposal of personal data can be submitted via email to the Data Protection Officer - Email: dataprotection@corkcity.ie or in writing to Data Protection officer, Cork City Council, City Hall, Cork.

11. Complaint to the Office of the Data Protection Commissioner:

If you are not satisfied with the outcome of the response you received from Cork City Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Office of the Data Protection Commissioner's website is www.dataprotection.ie or you can contact their office at Office of the Data Commissioner, Canal House, Station Road, Portarlington, Co. Laois - **Local:** 1890 252 231 - **Telephone :** 057 8684800 –

E-mail: info@dataprotection.ie