



PDFORRA Medical Assistance Scheme

Data Protection & Privacy Policy

June 2018

1. PDFORRA Medical Assistance Scheme (PMAS) fully respects your rights to privacy and we are committed to strict adherence to General Data Protection Regulations (GDPR), which become fully effective on 25 May 2018 as well as the provisions of the Data Protection Act 2018.

Who we are and what we do

2. PDFORRA Medical Assistance Scheme (PMAS) was established in 2018 to provide PDFORRA Members access to healthcare under the Cross Border Directive.

PDFORRA Medical Assistance Scheme (PMAS) a not for profit organisation.

Contacting PDFORRA Medical Assistance Scheme (PMAS) about Data Protection

3. If you wish to contact PDFORRA Medical Assistance Scheme (PMAS) on any issue regarding your data protection, the following are the contact options:

- a. By Post: PDFORRA Medical Assistance Scheme (PMAS) c/o PDFORRA, John Lucey House, Collins Square, Benburb Street, D07 ED78, Dublin 7
- b. By Phone: PDFORRA Medical Assistance Scheme (PMAS): Damien Quigley on +353(0)87 419 8187
- c. By Email: mas@pdforra.ie

4. This Privacy Statement sets out how PDFORRA Medical Assistance Scheme (PMAS) uses and processes any information that you give to us. We respect your privacy and are committed to protecting your personal information. This Privacy Statement explains how we collect, process and use your data and sets out our security practices.

What we collect

5. We collect Personally Identifiable Information (PII) that you provide to us, which is information that identifies you as an individual.

We only do this when you have provided us with the information and you have given your consent that we can use it in your interest for the purposes set out in this Privacy Statement.

PDFORRA Medical Assistance Scheme (PMAS) uses a secure platform to manage all of the required membership information.

This PII may include your Service Number, Rank, Name, Parent Unit, Address, email address, Contact Number or any other details required for your membership to provide you with service requirements which come within the aims of the PDFORRA Medical Assistance Scheme (PMAS)

(No financial/medical information is processed/retained by PDFORRA Medical Assistance Scheme (PMAS))

How we use your Personal Information and the Legal basis for doing so

6. Any personal data you provide will be used for the purpose for which you supply it and will be treated with the highest standards of security and confidentiality, strictly in accordance with General Data Protection Regulations.

PDFORRA Medical Assistance Scheme (PMAS) collects and uses your Personal Information (PI) in order to strictly manage your membership of the scheme. Your information will only be used by PDFORRA Medical Assistance Scheme (PMAS) as outlined below.

7. By completing the application to join the PDFORRA Medical Assistance Scheme (PMAS) and providing the information as set out in said application, you have agreed to receive communications from us, our current service provider, the HSE and ANSAC Credit Union. We may use the information for;

- a. to consider your application for membership of the scheme.
- b. to contact you with regards to your membership using the Personal Information provided.
- c. to communicate with you in relation to changes/updates of the scheme.
- d. to respond to your requests and queries.
- e. to manage and facilitate your membership of the scheme.
- f. to facilitate the best possible service to you the member should you decide to use the scheme as provided.
- g. to enable you the member to receive the best possible healthcare with the current service provider.

8. The legal basis for processing your personal information is that you have explicitly given your consent to us.

This consent is given at the time of initially seeking membership via the PDFORRA Medical Assistance Scheme (PMAS) Application Form.

Retention Period

9. PDFORRA Medical Assistance Scheme (PMAS) intend to hold your personal data for as long as you remain a member of the scheme.

Each member has the right to withdraw from the scheme by written application to the address as outlined above and have their personal information erased at any time, however, members cannot withdraw from the scheme while availing of treatment.

Your Rights

10. Right of access – you have the right to request a copy of the information that we hold about you;

11. Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete;

12. Right to erasure – in certain circumstances, you can ask for the data we hold about you to be erased from our records;

13. Right to restriction of processing – where certain conditions apply to have a right to restrict the processing;

14. Right of data portability – subject to certain restrictions, you have the right to have the data we hold about you transferred to another organisation where we hold it in electronic form. This right of data portability applies to: (i) personal data that we process automatically (i.e. without any human intervention); (ii) personal data provided by you; and (iii) personal data that we process based on your consent or in order to manage your membership;

15. Right to object – you have the right to object to certain types of processing such as direct marketing;

16. All of the above requests can be directed to PDFORRA Medical Assistance Scheme (PMAS) contact point as listed in Para 3 above. They will be forwarded on should there be a third party involved in the processing of your personal data.

Complaints

17. In the event that you wish to make a complaint about how your personal data is being processed by us or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority:

18. Data Protection Commissioner: Office of the Data Protection Commissioner. Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23, Ireland. Phone +353 (0761) 104 800 | LoCall 1890 25 22 31 | Fax +353 57 868 4757 | email info@dataprotection.ie

Website usage information

19. PDFORRA Medical Assistance Scheme (PMAS) will take all appropriate legal, organisational, and technical measures to protect your personal information. Should PDFORRA Medical Assistance Scheme (PMAS) be required to use a third-party service provider, that provider will be carefully selected and will be contractually required to use appropriate measures to protect the confidentiality and security of personal information.

20. PDFORRA Medical Assistance Scheme (PMAS) takes its obligations very seriously and adopts the strongest line in relation to the misuse of customer information by any of its staff. Any breach of trust regarding the confidentiality of information is treated as serious misconduct under the Association Disciplinary Code and can lead to sanctions up to and including dismissal.

21. Sharing PII with third parties:

- a. PDFORRA Medical Assistance Scheme (PMAS) aims to provide you with an efficient membership service, and will not use that information for any purpose other than providing you the member with the service requirements of the PDFORRA Medical Assistance Scheme (PMAS).
- b. Any contact information that you provide through our system will not be sold/rented/leased to any third party for selling or marketing to you.
- c. We do not allow any other organisations to access your PI.

22. Information from outside sources

a. Cookies

- (1) Our websites and mobile applications may use technology called “cookies.” A cookie is a small text file that is placed on your hard disk by a server. Cookies allow our websites and mobile applications to respond to you as an individual. The website or mobile application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.
- (2) You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies or receive a warning before a cookie is stored if you prefer. Please refer to your Internet browser’s instructions or help screen to learn more about these functions and to specify your cookie preferences.
- (3) If you choose to decline cookies, you may not be able to fully experience the features of our website.

23. Links to other websites

a. Our website may provide links to or embed third party websites.

This Privacy Statement does not apply to those websites.

If you choose to enter such a linked site, you agree that we are not responsible for the availability of such websites and do not review or endorse and shall not be liable, directly or indirectly, for:

- (1) how these websites treat your PII
- (2) the content of such websites
- (3) the use that others make of these websites.
- (4) Please ensure you check the legal and privacy statements posted on each website or mobile application you access before entering any PII.

24. Changes

a. We may occasionally update this Privacy Statement. If the changes we make are material, we also may post a notice regarding the changes on our website (www.PDFORRA Medical Assistance Scheme.ie).

b. We encourage you to periodically review this Privacy Statement to stay informed about how we are helping to protect the PII we collect.