



Sign Language Interpreting Service: Data Protection Notice for Users of Our Services

Who are we?

We are the **Sign Language Interpreting Service CLG**. Our registered address is Deaf Village Ireland, Cabra, Dublin 7.

We are funded by the Citizens Information Board, a State agency, located at Georges Quay House, 43 Townsend Street, Dublin 2.

We provide services in relation to sign language interpreting, including referral services and remote interpreting services.

This notice sets out the basis on which any personal data we collect from you, or from others, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Acts 1988 and 2003 (as amended) and from 25 May 2018, the General Data Protection Regulation (the GDPR), the data controller is the **Sign Language Interpreting Service CLG**.

Our data protection contact is John Stewart: john.stewart@slis.ie.

What personal information do we collect from you?

We may collect a range of personal information from you, depending on your circumstances and the services you require. You may give us personal data by:

- Visiting our website.
- Corresponding with us by phone, email or otherwise. We ask you to disclose only as much information as is necessary to provide you with our services or to submit a question, suggestion or comment in relation to our services.
- Attending remoting interpreting meetings with us. These meetings might include the provision of personal data by you, or the filling in of forms required for us to provide a service to you.
- By attending at an office where CCTV (Closed Circuit Television) is in operation.

In some cases, we may receive data from you that relates to another individual, for example, in a joint bank statement. In these cases, we will use the information purely for the purposes of the provision of services to you and we will not otherwise process the data.

What information about you do we obtain from others?

- Name
- Contact details
- Purpose of request for interpreters
- Details of interpreters' assignments
- Interpreter preferences
- Medical card number (for HSE / SLIS GP interpreter scheme)
- Other personal identifiers (such as date of birth, Medical Record Numbers)

Why do we collect this information?

We collect the information in order to provide you with our services.

We may use this information:

- To contact you to arrange appointments
- To refer you to a sign language interpreter
- To arrange a sign language interpreter to attend at a consultation with your General Practitioner (GP)
- To provide remote interpreting appointments
- To conduct statistical analysis and reporting, for training purposes, for quality review purposes and for social policy purposes

The legal bases for the processing of your data are:

- That you have provided consent for the processing for the provision of our services
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us as the controller
- Processing is necessary for compliance with a legal obligation to which we are subject

From time to time, we may also collect sensitive or 'special category' data in the provision of our services. The legal basis for the processing of your special category data is:

- That you have provided consent for the processing for the provision of our services

Who do we share this information with?

We may share your personal data with Sign Language Interpreters, the Citizens Information Board, and with public and private organisations in order to provide you with our services.

We attach at Schedule 1 a list of entities and categories of entities with which your personal data may be shared.

In addition, we may disclose your personal information to third parties:

- If there is a risk of serious harm to you or to another person or to property

- If we are under a duty to disclose or share your information in order to comply with any legal obligation
- If we are required to give evidence in court
- To get legal advice or to defend a legal right
- In the event of a disclosure relating to child abuse

How long do we keep hold of your information?

The time periods for which we retain your information depends on the type of information and the purposes for which we use it. We will keep your information for no longer than is required or permitted.

Do we transfer your information outside the European Union or European Economic Area?

Our website uses a service provided by Google called Google Analytics. Google Analytics may store information on servers outside the European Union or European Economic Area.

Google Analytics is certified under Privacy Shield.

What are your rights with respect to your personal data?

You have the following rights:

- The right to access the personal data we hold about you.
- The right to require us to rectify any inaccurate personal data about you without undue delay.
- The right to have us erase any personal data we hold about you in circumstances such as where it is no longer necessary for us to hold the personal data or, in some circumstances, if you have withdrawn your consent to the processing.
- The right to object to us processing personal data about you such as processing for profiling or direct marketing.
- The right to ask us to provide your personal data to you in a portable format or, where technically feasible, for us to port that personal data to another provider provided it does not result in a disclosure of personal data relating to other people.
- The right to request a restriction of the processing of your personal data.

Where our processing of your personal data is based on your consent to that processing, you have the right to withdraw that consent at any time but any processing that we have carried out before you withdrew your consent remains lawful.

You may exercise any of the above rights by contacting the SLIS Manager at any of the contact points listed above.



You may lodge a complaint with your supervisory authority with respect to our processing of your personal data. The supervisory authority in Ireland is the Data Protection Commissioner. The website is www.dataprotection.ie.

What will happen if we change our privacy notice?

This notice may change from time to time, and any changes will be posted on the www.slis.ie website and the www.citizensinformationboard.ie website and will be effective when posted.

This notice was last updated on **18 May 2018**.

How can you contact us?

Our data protection contact can be contacted at any of the contact points listed above.

Schedule 1

We have set out below a list of third parties with whom we may share your data.

| Third party | Description |
|--|--|
| Any legal successors to the Sign Language Interpreting Service | Where the Sign Language Interpreting Service transfers its business to another company or merges with another company. |
| Sign Language Interpreters | <ul style="list-style-type: none"> To refer you to an appropriate sign language interpreter To respond to requests for an interpreter |
| Service providers | <ul style="list-style-type: none"> To respond to referral requests for sign language interpreters To arrange sign language interpreting services |
| Citizens Information Board | <ul style="list-style-type: none"> In the provision of ICT hardware and software, networks and network storage, case management systems, email, telephony and helpdesk services In conducting statistical and case analysis for the purposes of reporting, training and social policy In the investigation of a complaint in accordance with our complaints procedures In order to provide quality or case reviews |
| ICT providers | Where we use third parties to provide ICT services such as videoconferencing or case management. |
| Archiving companies | Where we archive our files in facilities provided by a third party. |
| Shredding companies | Where our files are securely destroyed by a third party. |

Depending on your circumstances, and with your authorisation, we may also share your data with other third parties.

| Third party | Description |
|-----------------------|--|
| Private organisations | Where we engage with a private organisation on your behalf, for example, with a sign language interpreter as part of a referral or with a General Practitioner (GP) in order to facilitate sign language interpreting at a consultation. |