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Deputy Thomas Pringle

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PQ 53298/21: To ask the Minister for Health the protocols in place with regard to dealing with freedom of information and GDPR requests to the HSE while there are data access difficulties following the recent cyber-attack; and if he will make a statement on the matter

16th November

Dear Deputy Pringle

Data subjects can submit a Subject Access Request (SAR) request to the HSE under Article 15 GDPR for a copy of their healthcare records.

The HSE Consumer Affairs Departments (which includes Deputy Data Protection Officer representation) along with individual HSE hospital sites have ongoing communication with data subjects in relation to the receipt, acknowledgement and processing of incoming SAR's for data subjects.

The administration and processing of HSE SAR's continued in the aftermath of the cyber-attack alongside the remediation of HSE IT systems which needed to be restored. The HSE email system was down nationally for a period of time following the immediate aftermath of the cyber- attack which occurred on 14th May 2021. However, once the HSE restored email access a number of weeks after the cyber-attack SAR's continued and continue to be processed for data subjects.

The administration and processing of HSE Corporate Centre non-personal FOI requests were also down immediately following the cyber-attack but have been fully restored and continue to be processed as normal.

I trust this helps to answer your questions, and I can help with anything else, please let me know

Yours truly,

A handwritten signature in blue ink that reads "Mary Brodie".

Mary Brodie

Communications Division