



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Rannan na nOspideil Ghearmhíochaine
Aonad 4A – Áras Dargan
An Ceantar Theas
An Bothar Mileata
Cill Mhaighneann
BÁC 8

Acute Operations
Health Service Executive
Unit 4A - The Dargan Building
Heuston South Quarter
Military Road
Kilmainham
Dublin 8.

Date: 23rd February 2022

Deputy Shortall,
Dáil Éireann
Leinster House
Dublin 2.

PQ 6956/22 * To ask the Minister for Health if the practice of divulging a patient's personal details with debt collection agencies in cases in which a patient has outstanding hospital inpatient charges complies with GDPR; and if he will make a statement on the matter..

Dear Deputy Shortall,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted for response. I have examined the matter and the following outlines the position.

Response:

The engagement of debt collection agencies by HSE hospitals is subject to public sector procurement rules. In the case of debt collection services the Office of Government Procurement (OGP) have in place a framework from which HSE hospitals run mini tendering competitions. In order to be included on the framework a service provider is required to outline their policies for compliance with all applicable legislation relevant to the delivery of the services required including General Data Protection Requirements (GDPR).

Once a hospital's procurement is completed the contract award requires that a Data Processing agreement, between the HSE and the service provider, is in place and this outlines the obligations in respect of data protection. These include the use of the data for the sole purposes of the agreement, the safe storage of the data and the safe destruction of the data upon contract termination.

This agreement provides the basis for the lawful sharing of data (such as patient name & address) for the purposes determined by the HSE.

I trust that this answers your question to your satisfaction.

Yours sincerely,

Brian Dunne
General Manager
Acute Operations