



Office of the National Director – Operational Performance and Integration
HSE | Room 2.43, Dr. Steevens Hospital | Dublin D08 W2A8
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Oifig an Stiúirthóra Náisiúnta – Feidhmíochta Oibriúcháin agus Comhtháthaithe
FSS | Seomra 2.43, Oispidéal Dr. Steevens | Baile Átha Cliath D08 W2A8

24/02/2022

PQ: 8751/23

Deputy Thomas Gould,

Via email to thomas.gould@oireachtas.ie / CC: PQuestions@hse.ie

Dear Deputy Gould,

To ask the Minister for Health the reason the HSE requires photographic ID to access information concerning breached data; and where the data processing plan for these IDs can be found.

The HSE, in meeting its obligations under the GDPR Article 15 (including Recital 64) in the processing of subject access requests received from data subjects, has a process in place which ensures confidentiality and protects the privacy of the individuals making that request. The HSE is obliged to verify the identity (ID) of the requester prior to processing their personal data. The individual's ID is verified through the provision of a form of government issued photographic ID by the requester. Please see link to standard HSE's Data Subject Access Request process: <https://www.hse.ie/eng/gdpr/data-requests/>

The HSE has maintained this approach for individuals who received a notification letter stating that their data had been compromised in the May 2021 cyber-attack on the HSE. However due to the significant volume of anticipated requests, the HSE has created a dedicated Data Notification Service to support notified individuals. The HSE uses 'ID Pal', which is an electronic platform to which photographic ID can be uploaded by requesters. The HSE has provided instructions on how to use ID Pal in providing photographic ID, with additional information for users who are having difficulty in using this method (troubleshooting). This is available at this link: <https://www2.hse.ie/services/cyber-attack/data-notification-service/problems-registering/#how-to-use-id-pal>

If an individual finds it difficult to register online or does not want to, they can request documents by post by completing this form [Data Access Request Form \(PDF, 1.4 MB, 1 page\)](#).

In all scenarios whether in the normal course of business with the HSE or those notified that their data had been compromised in the May 2021 cyber-attack, the processing requires the individual to verify their identity through the provision of an in-date passport, driving licence or public services card.

We trust this addresses your question,



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Many thanks.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Joe Ryan', written in a cursive style.

Joe Ryan
National Director Operational Performance and Integration
National.directoropi@hse.ie