



**Stiúrtóra Náisiúnta  
Acmhainní Daonna**  
Feidhmeannacht na Seirbhísí,  
Sláinte Ospidéal Dr. Steevens',  
Baile Átha Cliath 8, D08 W2A8.

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Holly Cairns T.D.

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**PQ 21240/23** To ask the Minister for Health the steps he is taking to address GDPR issues with the HSE online self-service portal for staff, including individuals being able to access other individuals' personal information; and if he will make a statement on the matter. -Holly Cairns

Dear Deputy,

I refer to your recent Parliamentary Question which was sent to the HSE for response.

The HSE operates SAP Human Resources (HR) and Payroll technology for almost 82,000 personnel. This technology is helping the HSE transform manual paper-based staff record and pay processes, alongside legacy payroll systems, into a single modern, efficient electronic staff records and payroll environment. This technology includes the SAP HR and Payroll Self-Service portal which helps employees and managers with a range of functions such as keeping staff personal data, leave and other records up to date and processed quickly and efficiently.

The HSE adheres to all GDPR principles and keeps its technology under review in this regard. The portal referenced does not allow individuals to access other individual's personal information inappropriately.

There has been a recent case of human error which would have allowed a very small number of individuals to log on to a colleagues account. This issue occurred in the context of a special once off manual process to assist additional persons become users of the system. Corrective actions as appropriate have been taken to resolve this case.

I trust this clarifies and is of some assistance.

Yours sincerely,

**Marie O'Sullivan**  
National HR