Where will my information be kept?

Your data on QuitManager is stored on a secure, central computer system which the Health Service Executive (HSE) manages and controls. It is stored in line with HSE information Security Policies which are aligned to industry good practice. The Stop Smoking staff have their own computer password which they must use to view your data. Access to passwords is tightly controlled so that only people who need to view your data will be able to see it. The law says that all staff working for the HSE must keep your data confidential and staff are trained to ensure they do that.

How long is my information kept?

Records are kept for eight years after your treatment finishes or, if you die within eight years, until your death. However, this does not apply for people who have a mental disorder as defined in the Mental Health Acts 1945 to 2001. Their data is kept for 20 years after their last treatment or eight years after their death.

Can I see a copy of my information?

Yes. You can apply to the HSE for a copy of your records under the Data Protection law. If you do this, it is called a Subject Access Request (SAR).

YOU CAN GET A (SAR) FORM AT:
www.hse.ie/eng/gdpr/data-requests/

Fill this form in and send or give it to your Stop Smoking nurse or advisor. You can also write a letter asking for your records. To get your records, you will have to prove your identity and give a clear description of the information you are looking for. You can also apply to see your records under the Freedom of Information Act.

Your rights

You have certain legal rights over your data and how we process it. These include the right to:

- Access your personal information

- Ask us to correct inaccurate information or update incomplete information

- Ask us to restrict how we process your information in certain circumstances

- Ask that we delete personal information, excluding medical records

- Be given the personal information you gave to us in a portable format, such as online

- Object to having your personal information processed in certain circumstances.

You also have the right to complain to the Data Protection Commissioner if you feel your rights are not being respected.

If you have questions about how your data is stored:

Ask your Stop Smoking nurse or advisor.

They may not have an answer for you straight away but will get back to you as soon as they can.

You can also get more information about your privacy rights from:
hse.ie/eng/privacy-statement/

Contact Data Protection Office:
dpo@hse.ie

QuitManager
CLIENT INFORMATION

QuitManager is an electronic system that stores information about your stop smoking support and treatment.

This data is collected by the Stop Smoking nurse or advisor and is used to give you a good quality of service.

The data is also used to improve the Stop Smoking service and for training purposes.

Type of data we collect

Under Irish Data Protection law, this data has two parts: 'personal data' and 'special categories of personal data'. You can read about these categories as they apply to QuitManager below.

Personal data (information)

Personal data includes your contact details and date of birth. This information allows us to identify your record and communicate with you so we can provide your Stop Smoking service.

Personal data also includes your level of education and work status. This information helps us to know if the service we give meets your needs and if it is likely to meet the needs of other people who smoke in Ireland.

Special categories of data

Special categories of data includes health data like your medical history and smoking history. It also includes information about your previous attempts to stop smoking, your current stop smoking plan and any treatment given to you.

Special categories of data also include your ethnicity. This helps us to know which ethnic groups are using our service and whether some of them need extra help or support.

What the law says

The HSE can process the personal data held about you on QuitManager. The law allows us to do this if it's in the public interest *(see below)*.

The law allows the HSE controller to process personal data held about you on QuitManager. The controller can do this under the Health Act 2004 *(as amended)* and we can process your personal data to:

- Help develop better preventative medicine
- Provide the right health care and treatment
- Manage our health systems and services

The law allows your data to be processed by either:

- A health practitioner, or
- A person who promises to keep your data confidential and to care for it in the same way as a health practitioner. This includes our Stop Smoking administration staff

What we do with your data?

The data we collect is used to give a record to your Stop Smoking nurse or advisor. They use this to work out the best way to give you the high-quality support you need. Your data allows them to see what has worked to help you quit smoking in the past. This helps to work out how best to help you now and in the future.

Your data may also be used to train Stop Smoking Advisor/Nurse on how to use the QuitManager System.

We also use the data to collect to:

- Provide basic reports to improve the Stop Smoking service to you and others
- Measure how many people stop smoking with the support of the service.
- Find out if the Stop Smoking service is being used by all those who need to use it to stop smoking.

Any information that we use in our reports is anonymised — in other words, the information is not filed with your name or any means of identifying you. This means that your identity is never made public.

Who has access to my information?

The only people who have access to your information are those who work for the Stop Smoking service. This includes the HSE, voluntary hospital staff and a small number of HSE support and administration staff, staff from Quitline and staff from a company called, Bionical who provide technical support to Quitline.

Bionical is bound by a confidentiality agreement with the HSE and by the data protection laws. Bionical can only access data over a secure network which is double password-protected.

Who else might see my information?

If you are referred into the Stop Smoking service by a medical professional such as your GP, we might send them a brief update on your progress. This information will include your name, contact details, date of birth, smoking status and a brief summary of your treatment.