

GP Care Killarney

Privacy & Data Protection Statement

Version 1.0, June 2026

1. Introduction

GP Care Killarney ("the Practice", "we", "us") is committed to protecting the privacy and confidentiality of your personal information. This statement explains how we collect, use, store and protect your personal data, and the rights you have in relation to that data.

We process your information in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR), the Data Protection Act 2018, and our professional and ethical obligations of medical confidentiality as set out by the Irish Medical Council and the Medical Council's Guide to Professional Conduct and Ethics.

2. Who we are (Data Controller)

The data controller responsible for your personal information is:

Dr Rosemary Kelliher T/a GP Care Killarney
9 Deerpark Retail Park, Killarney, County Kerry, V93 K88X
Phone: 064 6633168 Email: info@gpckillarney.ie

For any questions about this statement or how we handle your data, you can contact us using the details above, marking your correspondence for the attention of the Practice Manager.

3. The information we collect

Depending on your interaction with the Practice, we may collect and process the following categories of personal data:

- Identity and contact details — name, date of birth, address, telephone number, email address, PPS number, and next of kin / emergency contact details.
- Medical and health information — your medical history, symptoms, diagnoses, test and laboratory results, medications, allergies, immunisation records, referrals, and clinical correspondence. This is "special category" data and receives the highest level of protection.
- Healthcare scheme details — Medical Card (GMS) / Doctor Visit Card (DVC) number, private health insurance details, and entitlement information.
- Financial information — details necessary to process payments for services and fees.

- Technical information — limited information collected via our website and online booking system (Pippo), and CCTV imagery where operated on the premises [confirm if CCTV is in use].

4. How we collect your information

- Directly from you — in person, by phone, by email, or through our online registration and booking system.
- From other healthcare providers — hospitals, consultants, the HSE, laboratories, other GPs, and pharmacies involved in your care.
- From third parties acting on your behalf — such as a parent, guardian, carer or family member where appropriate.

5. Why we use your information and our legal basis

We process your personal data to provide you with safe, effective healthcare and to run the Practice. Our legal bases under the GDPR are as follows:

- Provision of healthcare — processing is necessary for the provision of medical care and treatment and the management of healthcare services (Article 9(2)(h) GDPR), carried out by professionals subject to a duty of confidentiality.
- Legal and regulatory obligations — where we are required to process data to comply with the law (Article 6(1)(c)), for example infectious disease notification, child protection obligations, or revenue/taxation requirements.
- Vital interests — to protect your life or someone else's in an emergency (Article 6(1)(d) and 9(2)(c)).
- Legitimate interests — for the proper administration of the Practice, such as appointment management, billing, and clinical audit (Article 6(1)(f)).
- Consent — where required, for example certain communications or specific non-essential processing (Article 6(1)(a)). You may withdraw consent at any time.

6. Who we share your information with

We only share your information where necessary for your care or where we are legally required to do so. Recipients may include:

- Hospitals, consultants and other healthcare professionals involved in your treatment.
- The Health Service Executive (HSE) and its schemes (e.g. the Primary Care Reimbursement Service, screening programmes such as CervicalCheck and the National Immunisation programme).
- Laboratories and diagnostic services processing samples or investigations on our behalf.
- Pharmacies, in connection with your prescriptions.

- Our secure clinical software and IT service providers, who act as data processors under written contract (for example, our practice management and online booking providers).
- Statutory and regulatory bodies where we are legally obliged to disclose information (e.g. for public health notification or in response to a valid court order).

We will never sell your personal data, and we do not use it for marketing purposes without your consent.

7. Transfers outside the EEA

Your data is primarily stored and processed within Ireland and the European Economic Area (EEA). Where any service provider processes data outside the EEA, we ensure appropriate safeguards are in place (such as European Commission adequacy decisions or Standard Contractual Clauses) in line with the GDPR.

8. How long we keep your information

We retain your records only for as long as necessary to provide your care and to meet our legal and professional obligations. In line with Irish medical record-keeping guidance, adult records are generally retained for a minimum of 8 years after the last point of contact; records relating to children are retained until the patient reaches the age of 25 (or 26 if 17 at last contact); and certain records (e.g. relating to deceased patients or specific obligations) may be retained for longer.

9. How we protect your information

We take the security of your data seriously and apply appropriate technical and organisational measures, including:

- Secure, access-controlled clinical software with restricted, role-based staff access.
- Confidentiality obligations binding all staff, who receive data protection awareness training.
- Encrypted and password-protected systems, with regular backups.
- Physical security of the premises and secure storage of any paper records.

10. Your data protection rights

Under the GDPR you have the following rights in relation to your personal data:

- The right to be informed about how your data is used (this statement).
- The right of access — to request a copy of the personal data we hold about you.
- The right to rectification — to have inaccurate or incomplete data corrected.
- The right to erasure — to request deletion of your data, subject to our legal and clinical obligations to retain medical records.

- The right to restrict or object to processing in certain circumstances.
- The right to data portability in certain circumstances.
- The right to withdraw consent, where processing is based on consent.

To exercise any of these rights, please contact the Practice using the details in section 2. We will respond within one month. We do not normally charge a fee, and we may need to verify your identity before releasing information.

11. Complaints

If you have any concern about how we handle your personal data, please contact us first so we can try to resolve it. You also have the right to lodge a complaint with the supervisory authority:

Data Protection Commission

21 Fitzwilliam Square South, Dublin 2, D02 RD28

Website: www.dataprotection.ie Phone: 01 765 0100 / 1800 437 737

12. Changes to this statement

We may update this statement from time to time to reflect changes in our practices or legal requirements. The current version and its date are shown at the top of this document. We encourage you to review it periodically.