

Stillorgan Medical Centre (“we”, “us”) is committed to protecting your privacy. This policy explains how we handle your personal data in line with the GDPR and the Data Protection Act 2018.

Who we are

Stillorgan Medical Centre, 22 Lower Kilmacud Road, Stillorgan, Co. Dublin.

Data controller: [Dr Louise Hickey]

What we collect

- **Identity and contact details:** name, address, date of birth, phone, email, PPS number (where required), next of kin, and other relevant personal details
- **Health information:** medical history, consultations, prescriptions, test results, referrals and correspondence
- **Administrative information:** appointments, medical card/GP visit card details, payment records
- **Website data:** information you submit through our contact or booking forms, and limited technical data (see Cookies below)

Why we use it

- To provide your healthcare, which is our legal basis under GDPR Articles 6(1)(e) and 9(2)(h)
- To manage appointments, prescriptions and referrals
- To claim payments from the HSE (PCRS) or other schemes
- To meet legal and regulatory obligations
- To handle your enquiries, where you contact us
- May be used to contact patients eligible for health campaigns (e.g. vaccination campaigns)

Who we share it with

We share your data only where necessary for your care or where required by law. This may include hospitals, consultants, laboratories, pharmacies, the HSE and PCRS, and other healthcare professionals involved in your treatment. We share information with insurers, solicitors or employers only with your consent or where the law requires it. We do not sell your data, and we do not use it for marketing.

How long we keep it

We keep records in line with ICGP/HSE guidance. Adult records are generally kept for [8] years after last contact, and children’s records until at least age [25]. Some records are kept longer where the law requires.

How we protect it

Records are held securely, with access limited to authorised staff who are bound by confidentiality. Our systems use passwords, encryption and backups, and our IT providers operate under data processing agreements.

Your rights

You have the right to access, correct, restrict or object to the use of your data, and in some cases to have it erased or transferred. Access requests will be handled in line with GDPR policy. Some rights are limited where we have a legal duty to keep medical records.

Cookies

Our website uses cookies. You can manage these through the cookie banner or your browser settings.

Complaints

If you are unhappy with how we handle your data, please contact us first. You also have the right to complain to the **Data Protection**

Commission: www.dataprotection.ie | info@dataprotection.ie.

Policy Reviewed October 2026