

Who are we?

Health Services Staffs Credit Union is one of the largest and strongest credit unions in Ireland. We offer a variety of savings and loan services to our members.

Our Offices are located at:

HSSCU, 5 High St., Christchurch, Dublin 8; HSSCU, Phoenix View, 144-150 James's Street, Dublin 8
HSSCU, Connolly Station, Amiens Street, Dublin; HSSCU, St. Gabriel's Branch, 34 St. Patrick's Quay, Cork; HSSCU, Mayoralty House, Merchants Road, Galway; HSSCU, Clarke Station, Dundalk, Louth.

Email: dpo@hsscu.ie www.hsscu.ie TEL: 016778648 | 1890 677864

What personal data do we collect?

Name	Financial Data, Status and history	Salary
Address	Transaction data	Mortgage Details
Date of Birth	HSSCU products you hold with us	Previous Addresses
Email Address	Politically Exposed Status	Interaction with HSSCU staff by phone, email
Telephone Number	Accommodation status	CCTV footage
Occupation	PPSN/TIN	Telephone Recordings
Source of Wealth/Funds	Photo Identification	
Signature	Tax Residency Status	

We need all the categories of information in the list above to allow us to; identify you, contact you, comply with our legal obligations and in order that we perform our contract with you.

Why do we process your personal data?

HSSCU provides savings and loan products to its members. In order to provide these products/services, we need to gather certain pieces of personal data in order to comply with relevant legislation. For example, to become a member of HSSCU, we need to verify your ID for Anti-money Laundering legislation; in order to assess a loan application, we need to ensure we are lending responsibly and require certain information in relation to this service.

How long do we keep your personal data for?

HSSCU Data Retention Policy defines the different data retention periods, depending on the type of data collected, but it's usually 7 years after the date your account closes.

If you fail to provide personal data

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal data in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes unless they are deemed to be controllers in their own right. We only permit them to process your personal data for specified purposes and in accordance with our instructions. The recipient of the information will also be bound by confidentiality obligations. We are required to share personal data with certain 3rd parties such as Central Credit Register, Revenue.

Your rights in relation to your personal data are



To find out whether we hold any of your personal data and **if we do to request access** to that data that to be furnished a copy of that data. You are also entitled to request further information about the processing.



Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you rectified.



Request erasure of your personal information. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).



Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.



Request the restriction of processing of your personal information. You can ask us to suspend processing personal data about you, in certain circumstances.



Where we are processing your data based solely on your consent **you have a right to withdraw that consent at any time and free of charge.**



Request that we: a) **provide you with a copy of any relevant personal data in a reusable format**; or b) **request that we transfer your relevant personal data to another controller** where it's technically feasible to do so. 'Relevant personal data is personal data that: *You have provided to us or which is generated by your use of our service. Which is processed by automated means and where the basis that we process it is on your consent or on a contract that you have entered into with us.*

You have **a right to complain** to the **Data Protection Commissioner (DPC)** in respect of any processing of your data by:

Telephone +353 57 8684800 +353 (0)761 104 800 Lo Call Number 1890 252 231 E-mail info@dataprotection.ie	Postal Address: Data Protection Commissioner Canal House Station Road Portarlinton R32 AP23 Co. Laois
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Please note that the above rights are not always absolute and there may be some limitations.