



Draft Data Privacy Statement – Carlow County Council

Cash Receipting

Who we are and why do we require your information?

Carlow County Council is the democratically elected organisation whose principal function is to provide a broad range of services in areas such as Housing, Roads & Transportation, Flood Prevention, Water Services, Economic Development & Tourism, Planning & Conservation, Environmental Protection, Heritage & the Arts, Library Services, Community & Culture, Amenity, Sport & Recreation, Fire Services, Energy, Older People & Age Friendly, Children & Younger People, Financial Management & Customer Services development.

In performing its functions, Carlow County Council is required to collect and process significant amounts of "personal data" within the meaning of the General Data Protection Regulations [GDPR] and of the Data Protection Acts 1988 to 2018. The Council respects the privacy rights of those whose personal data we process and we are conscious of our obligations under the Data Protection Acts.

For the purposes of issuing receipts to customers the following information is required

- Name and Address
- Customer ID / Account No. where applicable
- In certain circumstances a contact number may be required
- Payment card details (e.g. Visa Debit/Credit Cards) where applicable, (details retained in line with the Council's internal cash handling procedure).

Why do we have a privacy statement?

Carlow County Council has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Carlow County Council that we will ensure the security of the data you provide to us.

Carlow County Council creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. Carlow County Council's commitment to you is that the personal data you may be required to supply to us is;

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Recorded, stored accurately and securely and where necessary kept up to date
- Kept only for as long as is necessary for the purposes for which it was obtained.
- Kept in a form which permits identification of the data subject
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

For full details of the collection, processing and sharing of your personal data by us and your rights in this regard, please see our full Privacy Notice on the website at: <http://www.carlow.ie/wp-content/documents/uploads/General%20Privacy%20Statement%20Carlow%20County%20Council%202018.pdf>

Data protection Policy

Carlow County Council has a detailed Data Protection Policy which goes into more detail on how we as a public body are committed to ensuring the security of any personal data you provide to us. <http://www.carlow.ie/wp-content/documents/uploads/Data%20Protection%20Policy%20GDPR%20Carlow%20Co%20Co%2013th%20June%202018.pdf>

How your Personal Data will be used/processed?

The volume of customers the Council serves, and the range of Cash Receipting services provided, require IT systems to manage customer transactions. For customer payments by credit card, the merchant copies of payments are retained. Access to the data is controlled and restricted to relevant staff involved in assessing and processing the various services with other security measures such as passwords.

What personal data do we need?

you may be required to provide information on the following categories of data (where they are applicable);

- Name, Address & Phone Number
- Identification Number / Reference
- Bank Account Details
- PPSN
- Car Reg.
- Car Details
- Credit Card Details
- Cheque Copies

Sharing Information

The Council may share your information internally (within the Council) in accordance with statutory obligations. In addition, the Council may share your information with third parties such as relevant in accordance with statutory and regulatory obligations.

Legal and Regulatory Obligations

The legal basis and legitimate interest for processing personal data are included in;

- Section 107 Local Government Act 2001
- Accounting Code of Practice and Regulations for Local Authorities
- Statutory and Regulatory Requirements
- Audit Requirements

Records Retention Policy

Carlow County Council's practices in relation to the retention of personal data are guided by the Local Government Management Agency's (LGMA) National Retention Policy for Local Authority Records and any updates that are issued by the LGMA. Copies of this document are available at <https://www.lgma.ie/en/publications/corporate/national-retention-policy-for-local-authority.pdf>

Contact Details

In order to communicate with you, contact details will be requested of you. You do not have to provide all contact details but providing more, such as email, phone, address, makes it easier to communicate.

Details of Personal Circumstances

If you wish to apply for a particular service from the local authority you will be asked for a varying amount of personal details specific to you and your family, in order to support your application. Carlow County Council will set out the information we require in a series of separate and distinct application forms relevant to each service.

Your Data Protection Rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Carlow County Council. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data.

To exercise these rights, you should contact Carlow County Council (Data Controller), Contact Details are as follows:

Phone: +353 59 9170340

E-mail: dpo@carlowcoco.ie

Website: www.carlow.ie

Postal Address: Carlow County Council, County Buildings, Athy Rd., Carlow R93 E7R7

Right to Complain to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Meath County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is www.dataprotection.ie or you can contact their office at:

Lo Call Number: 1890 252 231

E-mail: Info@dataprotection.ie

Postal Address: Data Protection Commissioner, Canal House, Station Road
Portarlinton, Co. Laois. R32 AP23

Review

This policy will be reviewed regularly in light of any legislative or other relevant indicators.

Updated: 12/11/2019