

Cash Receipting Pay Points Privacy Notice



Comhairle Contae an Chláir
Clare County Council

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- REVISION CONTROL -

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1. Introduction

Clare County Council (the Council) is responsible for the provision of an extensive range of public services including the collection of the NPPR (Non Principal Private Residence) charge and this is the Privacy Notice for that area.

The Council seeks to promote the economic, social and cultural development of Clare and in doing so contribute significantly to improving the quality of life of the people of the county. The delivery of high quality services, tailored to meet the needs of all our customers, remains one of the Council's core objectives and is included in our Corporate Plan.

This service includes not only the level and quality of service given to our customers, but also the quality of our decision-making processes, the efficiency and effectiveness of our corporate operations, standard of our facilities and our ability to adapt in an ever-changing environment. For further information please visit our website www.Clarecoco.ie

2. Information Collected by the Council

The Council processes¹ and uses certain types of information about individuals (Data Subjects) and organisations to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of Clare.

Depending on the service being sought or provided, the information we collect may include 'personal data'² as defined by the Data Protection Acts and by the General Data Protection Regulation 2016 (GDPR) and may relate to current, past and future service users; past, current and prospective employees; suppliers; and members of the public who may engage in communications with Council staff.

In addition, staff may be required, from time to time, to collect, process and use certain types of personal data to comply with regulatory or legislative requirements. This includes contact details to allow for efficient communication.

You do not have to provide all contact details but providing more, such as email, phone, address, make it easier to communicate with you.

¹Processing is anything done with or to Personal Data, including data storage

²Personal Data is information about a living individual which is capable of identifying that individual

Personal data is required in relation to the processing of payments of the NPPR Charge and NPPR certificates.

Data Subjects may be required to provide the following information where applicable:

- Personal details of applicant and of any spouse or partner
- Documents linking the applicant to a particular property for the years 2009-2013 for example utility bills, copy of driving licence, bank statements
- Details of the current and historical accommodation arrangements of the applicant
- Details of any other property or land in which applicants have a financial interest

Further information can be accessed via the following link

<https://www.clarecoco.ie/housing/charge-on-non-principal-private-residences/>

3. Requirement for a Privacy Notice

The Council will set out the information we require in a series of separate and distinct application forms and specific Privacy Notice relevant to each service application. Privacy Notices are located on our website at www.Clarecoco.ie/

The Council has created this privacy notice to demonstrate our firm commitment to privacy and to assure you, that in all your dealings with Cash NPPR the Council will ensure the security of the data you provide to us.

The personal data you may be required to supply to us, or may be collected through other sources (investigations by Council staff; information from other third parties or agents acting on your behalf; etc) 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 for no longer than is necessary
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

4. 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 in accordance with statutory and regulatory obligations. The staff of the NPPR section request and obtain and share information with the Local Government Management Agency who are the governing body for the NPPR charge.

5. How your personal data will be used/processed

The volume of customers the Council serves requires IT systems to manage customer applications. The hard copy application form is also 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.

6. Legal and Regulatory Obligations

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

- Local Government Charges Act 2009
- Household Charges Act 2011.

7. Records Retention Policy

Clare County Council has a detailed record retention policy which goes in to more detail of the time period for which your personal data will be retained by Clare County Council and what will happen to it after the required retention period has expired.

A copy of the section of our Record Retention Policy that relates to NPPR can be accessed via the following link,

http://www.lgma.ie/sites/default/files/2002_national_retention_policy_for_local_authority_records_2.pdf

8. Your 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 Clare 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 use you should take the following steps,

<https://www.clarecoco.ie/your-council/publications/data-protection-data-access-requests-policy-18436.pdf>

9. Data Protection Contact Details

If you are not satisfied with the outcome of the response you received from XYZ County/City 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.