



Comhairle Cathrach Chorcaí  
Cork City Council

## **CUSTOMER SERVICE UNIT**

## **PRIVACY STATEMENT**

## **COMMUNITY, CULTURE & PLACEMAKING DIRECTORATE**

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## 1. Introduction?

Cork City Council is responsible for the provision of an extensive range of public services, including the Customer Service Unit.

***This is the Privacy Statement for the Customer Service Unit which comes under the remit of the Community, Culture & Placemaking Directorate of Cork City Council.***

Cork City Council seeks to promote the economic, social and cultural development of Cork City and in doing so contribute significantly to improving the quality of life of the people of Cork City.

The delivery of high quality services, tailored to meet the needs of all our customers, remains one of Cork City Council's core objectives and is included in our Corporate Plan. This quality 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.

## 2. Information Collected by Cork City Council:

In order to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of Cork City we will be required to collect, process and use certain types of information about people and organizations.

Depending on the service being sought or provided, the information sought may include 'personal data' as defined by the Data Protection Acts and by the General Data Protection Regulation (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 our 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.

Members of the public interacting with the Customer Service Unit are required to provide information on the following categories of data (where applicable):-

- Personal: name, address, phone number, email.

## 3. Why do we have a Privacy Statement?

Cork City Council's Customer Service Unit has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Cork City Council's Customer Service Unit that we will ensure the security of the data you provide to us.

Cork City Council's Customer Service Unit creates, collects and processes personal data in various multiple formats on a daily basis. The personal data you may be required to supply to the Council, or may be collected from other sources (i.e. CCTV, information from other third parties or agents acting on your behalf) 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 necessary;
- processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorized or unlawful processing.

#### 4. Data Protection Policy

Cork City Council has a detailed Data Protection Policy which goes into more detail as to how we as a public body are committed to ensuring the security of any personal data you provide to us.

A copy of our Data Protection Policy can be accessed via the following link - [Cork City Council Data Protection Policy](#)

#### 5. Sharing Information:

The Council may share your information internally (within the Council) in accordance with statutory obligations.

#### 6. How your personal data will be used/processed:

In order for the Customer Service Unit to provide the range of services available, IT systems are required to manage information. Access to this data is controlled and restricted to relevant staff involved in assessing and processing the various services with other security measures e.g. passwords.

#### 7. Legal and Regulatory Obligations:

The legal basis and legitimate interest for processing personal data are set out in Article 6(1)(e) of the General Data Protection Regulations.

#### 8. Records Retention Policy:

Retention of records in the Customer Service Unit is covered by the National Retention Policy for Local Authority records which can be accessed via the following link:

<https://www.lgma.ie/en/publications/corporate/national-retention-policy-for-local-authority.pdf>

#### 9. 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 Cork City 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.

Cork City Council has implemented a Data Subject Access Request procedure to manage requests in an efficient manner and within the timelines stipulated in GDPR. You can download a copy of our Data Protection Access Request from the link below:-

<https://www.corkcity.ie/en/media-folder/public-info/data-subject-access-request-form.pdf>

Complaints on the use, retention and disposal of personal data can be submitted via email to the Data Protection Officer - Email: [dataprotection@corkcity.ie](mailto:dataprotection@corkcity.ie) or in writing to Data Protection officer, Cork City Council, City Hall, Cork.

**10. Complaint to the Office of the Data Protection Commissioner:**

If you are not satisfied with the outcome of the response you received from Cork 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 Office of the Data Protection Commissioner's website is [www.dataprotection.ie](http://www.dataprotection.ie) or you can contact their office at Office of the Data Commissioner, Canal House, Station Road, Portarlinton, Co. Laois - **Local:** 1890 252 231 - **Telephone :** 057 8684800 –  
**E-mail:** [info@dataprotection.ie](mailto:info@dataprotection.ie)