



Comhairle Cathrach Chorcaí  
Cork City Council

## General Revenue Collection Privacy Notice

1. Cork City Council has created this privacy notice to demonstrate our firm commitment to privacy and to assure you that all your dealings with House Loans, General debtors, NPPR sections will adhere to the general principles of data protection and your data is :
  - Processed lawfully, fairly and in a transparent manner
  - Collected for specified, explicit and legitimate purposes
  - Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation')
  - Accurate and, where necessary, kept up to date
  - Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal
  - Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.
2. **Purpose** – Depending on the service/charge being provided or paid for, the information collected may include 'personal data' 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.

The following is an indicative list of the Personal Data required in relation to the management of NPPR Charges/Certificates, House Loan Mortgage Accounts and General Debtor Customer Accounts:

- Name, address, eircode/post code, contact phone number, email address
- Customer number
- Debtor type /type of debt
- Level of debt
- NPPR account number and property ID
- Bank Account details
- Tax status
- Details of liquidation/receivership
- Tax Reference Number/PPSN
- Financial statements etc
- Insurance details
- Personnel number
- Salary/wages details
- Deductions
- All interactions with the Collection Dept. including phone calls, email correspondence and hard copy correspondence.

3. **Legal Basis** - The legal basis and legitimate interest for processing personal data are included in

- Local Government Charges Act 2009
- Household Charges Act 2011.
- Local Government Act 2001
- Local Government (Financial and Audit Procedures) Regulations 2014
- Local Government (Financial and Audit Procedures) (Amendment) Regulations 2015
- Prompt Payment of Accounts Act 1997
- Accounting Code of Policy
- Irish Regulations S.I 284 European Union (Award of Public Authority Contracts) Regulations 2016
- Finance Act 1993
- Finance Act 1993 (Section 60) Regulations 2009
- Poor Relief (Ireland) Act 1838 – Local Government Act 2014
- Fire Services Act 1981 & Local Government (Financial Provisions) No 2 Act 1983
- Housing Acts 1966 -2014
- Local Government Management Agency's (LGMA) National Retention Policy for Local Authority Records

4. **Information Sharing** - 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. Where this is required the Council shall have regard to the security and integrity of the data and will minimise the data shared.

Third parties that we may share this information with may include some of the following:

- Debt management companies
- Court Services
- MABS
- Marsh
- Solicitors
- IPB Insurance
- Claims Management Services (for the investigation of insurance claims)
- Government auditors
- NPPR Bureau
- Revenue Commissioners
- Financial Institutions
- An Post

5. **Retention** -Your information will be retained in accordance with the Local Authority National Records and Retention Policy 2002 as updated.

For further information in relation to Cork City Council's Data Protection Policy & Privacy Statement, please go to <https://www.corkcity.ie/en/council-services/public-info/gdpr/>

If you require a paper copy of either document, please contact us on 021 4924000.

6. **Right to amend inaccurate information** - Cork City Council must take reasonable steps to ensure that personal data it holds is correct, complete and up to date. If the data held by us is found to be inaccurate, misleading or incomplete you have the right to request rectification of the data. For example, you may have changed your name, address, contact details etc., if so then please contact us so that we can correct it. You can do this by

**Emailing** us at: [foi@corkcity.ie](mailto:foi@corkcity.ie) or **Writing** to us at: Freedom of Information, Cork City Council, City Hall, Cork.

## 7. 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.

<https://www.corkcity.ie/en/media-folder/public-info/update-ccc-data-protection-subject-access-request-form-june-2019.pdf>

## 8. Right of 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 data subject access 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](http://www.dataprotection.ie) or you can contact their Office at: Lo Call Number: 1890 252 231

E-mail: [info@dataprotection.ie](mailto:info@dataprotection.ie)

Postal Address:

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

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