

Data Protection – Privacy Statement



Comhairle Cathrach Chorcaí
Cork City Council

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1. Who we are and why do we require your information?

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.

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 organisations. 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.

2. Why do we have a privacy statement?

Cork City 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 Cork City Council that we will ensure the security of the data you provide to us.

Cork City Council creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. Cork City Council's commitment 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.

3. Data Protection Policy

Cork City Council has a detailed Data Protection Policy which goes into more detail as 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](#)

4. What personal data do we need?

The types of personal data you may be asked to supply can be categorised as follows:-

- Contact details to allow for efficient communication;
- Details of your personal circumstances which you are required by law to supply as part of your application for a service offered by Cork City Council; and
- Your own financial details which you are required by law to supply as part of your application for a service offered by Cork City Council.

Contact Details

In order to communicate with you will be asked for contact details. 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. Cork City Council will set out the information we require in a series of separate and distinct application forms relevant to each service. Cork City Council's Data Protection Policy and where relevant the distinct application forms for the goods and services being sought will set out:-

- The specific and legitimate purpose for which the personal data is being sought;
- The legal basis under which the information is required to be supplied;
- The other organisations/bodies/entities that we will be required to share data with, or obtain data from, in order to provide the required service;
- How your personal data will be kept safe from unauthorised or unlawful processing; and,
- Details of the period for which your personal data will be retained Cork City Council and what will happen to it after the required retention period has expired.

Financial Details

If you wish to apply for a particular service from Cork City Council you may be asked for a varying amount of personal financial details specific to you and your family, in order to support your application. Cork City Council will set out the information we require in a series of separate and distinct application forms relevant to each service. As is the case with the other personal data outlined above the specific service/section of Cork City Council will address the necessity for the financial details as part of their specific privacy notice.

5. Records Retention Policy

Cork City Council is in the process of preparing retention policies for all of its' services. These will outline the timeframe for which your personal data will be retained and what will happen to it after the required retention period has expired. These policies will be published, when available, on our website www.corkcity.ie.

A copy of our National Retention Policy for Local Authority Records can be accessed via the following link,

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

6. 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 submitted via email to:-

Data Protection Officer

Email: dataprotection@corkcity.ie

Or in writing to
Data Protection Officer
Cork City Council
City Hall
Cork.

7. 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 or you can contact their Office at:

Contact details are as follows: Office of the Data Commissioner
Canal House,
Station Road,
Portarlinton,
Co. Laois.

Local: 1890 252 231,
Telephone: 057 8684800
E-mail: info@dataprotection.ie