



Comhairle Cathrach Chorcaí Cork City Council

Cash Office 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 the Cash Office 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.

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).

3. **Legal Basis** - 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.
4. **Information Sharing** -The Council may share your information internally (within the Council) in accordance with statutory and regulatory obligations.
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 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, and 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.

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