Comhairle Cathrach Chorcaí
Cork City Council

PRIVACY NOTICE
Out of Hours' Emergency Call Answering Service

1. **Purpose**
   In order to maintain good customer relations and ensure the Council can respond to an emergency situation on a 24/7 basis Cork City Council has engaged a 3rd party to provide an emergency out of hours call answering service.
   17.00hrs to 09.00hrs daily and from 17.00hrs Friday to 09.00hrs Monday every weekend incl public holidays.
2. **Lawful Basis**
   The legal basis for the collection of this data is provided for under the GDPR
   Article 6 (1) (c) – "Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Controller".
   Article 6 (1) (d)- "Processing is necessary in order to protect the vital interests of the data subject or of another natural person"
   Cork City Council is the data controller.
3. **Personal data**
   In order to process your call you will need to provide us with some personal data including special category data. This will include but is not limited to your name, contact details, address, Eircode and details of the emergency and the service required.
4. **Information Sharing**
   Yor information will be shared with
   - Key Answering Systems t/a Arema Connect , our 3rd party processor who will be providing the emergency out of hours call answering service on our behalf.
   - Relevant sections of the Council.
   - Other agencies such as the HSE, An Garda Síochána, Uisce Éireann, Utility companies, etc. if the emergency requires their involvement or assistance.

How long will data be retained?

Your personal data will be retained in accordance with the National Retention Schedules for Local Authority Records.

5. **Your rights:**

You have certain rights in relation to your personal information that is processed by us. These rights are listed below. These rights are not absolute and apply subject to certain conditions. Your rights include:

- the right to access personal data held by us about you;
- the right to require us to rectify any inaccurate personal data held by us about you;
- in certain circumstances, the right to require us to erase personal data held by us about you;

- in certain circumstances, the right to restrict our processing of personal data held by us about you;
- in certain circumstances, a right to receive personal data which you have provided to us in a structured, commonly used and machine readable format. You may also have the right to require us to transfer this personal data to another organisation, at your request;
- the right to object to our processing of personal data held by us about you (including for the purposes of sending marketing materials to you); and
- the right to withdraw your consent, where we are relying on it to use your personal data

Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data.

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

To exercise these rights please contact:

Cork City Council – Data Protection Officer

Phone	021 4924000
E-mail	dataprotection@corkcity.ie
Postal Address	City Hall, Anglesea St. Cork T12 T997

Right of Complaint to the Data Protection Commission

If you are not satisfied with the outcome of the response received by the Council you are entitled to make a complaint to the Data Protection Commission who may investigate the matter for you. The Data Protection Commission website is **www.dataprotection.ie** or you can contact their Office at:

Phone	01-7650100
E-mail	info@dataprotection.ie
Postal Address	6 Pembroke Row, Dublin 2 D02 X963 Ireland

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 or email dataprotection@corkcity.ie

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