

Clare County Council – Rural, Community & Tourism Development Privacy Notice

1. Clare County Council – Privacy notice – Tourism Providers Database for County Clare Privacy Notice

| DOCUMENT NO. | REVISION NO. | DETAILS | EFFECTIVE DATE |
|--------------|--------------|---|----------------|
| DP-PN-01 | 1 | Tourism Providers Database for County Clare Privacy Notice | |

The council also has a Privacy statement which is a general document about how we approach data protection as an Organisation and is available on the council's website <https://www.clarecoco.ie/info/privacy-statement/> or on request from this department.

In order to provide the most effective and targeted range of rural, community and tourism development services to meet the needs of the citizens of Clare County, Clare County Council will be required to collect, process and use certain types of information that you submit for inclusion in the Tourism Providers Database for County Clare. Clare County Council may use this database for tourism development and promotional purposes. Depending on the service being requested, the information sought may include 'personal data' as defined by the Data Protection Acts and by the general data protection Regulation (GDPR). It may relate to your personal details and/or members of your business as stated on your consent form.

2. Why do we have this privacy notice?

Clare County Council (Data Controller) has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Clare County Council that we will ensure the security of the personal data you provide to us.

Contact Details

Clare County Council's contact details in relation to Freedom of Information are as follows:

Freedom of Information Officer

Telephone: 0656846405 or (065) 6846200

Email: foioff@clarecoco.ie

Post: Áras Contae an Chláir, New Road, Ennis, Co. Clare V95 DXP2

Data Protection Contact:

Data Protection Officer

Telephone: 0656846405 or (065) 6846200

Email: DPA@clarecoco.ie

Post: Áras Contae an Chláir, New Road, Ennis, Co. Clare V95 DXP2

Clare County Council creates, collects and processes a vast amount of personal data in various multiple formats on a daily basis. Clare County 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 the 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. Legal basis for the collection, processing and sharing of personal data as part of the Tourism Providers Database for County Clare provision.

Clare County Council, may request and use information contained in the Tourism Providers Database for County Clare, for the purpose of its functions under the Local Government Reform Act 2014 and to deliver on the targeted actions of various plans (e.g. the Clare Tourism Strategy, Clare Local Economic and Community Plan and the Clare Rural Development Strategy). Such functions may include (but are not exhaustive): Tourism promotion and development for County Clare and all associated contacts, information, activities, events and promotional material which Clare County Council may deem relevant.

4. Types of Personal data required

By completing the Consent Form – Tourism Providers Database for County Clare, you are providing consent to Clare County Council to collect, process and use certain types of information that you submit for inclusion in the Tourism Providers Database for County Clare and for its subsequent use for tourism development and promotional purposes, e.g. contact details, website and social media information, business categories (e.g. such as accommodation providers, dining etc)

5. How your personal data will be used/processed by the Rural, Community and Tourism section within Clare County Council

Address, Phone numbers and email addresses

When contacting us we may ask you for a contact details such as address, a phone number or email address. If we do, we may use these contact details to contact you.

No texts (or emails) will contain any information that could be used to identify you i.e. your name, so that if your phone is lost/stolen the messages could only be matched to the mobile phone the text was sent to.

Processing and storage of your data

The volume of customers the Council serves and range of services we provide requires an IT system to manage customer information. Data from forms submitted is recorded on the CRM system and hard copy forms and related documentation are held in storage. Access to the data is controlled and restricted to relevant staff involved in assessing and processing the various services with other security measures such as passwords.

Once created, the Tourism Providers Database will be maintained and updated as necessary.

The data you submit in the consent form for inclusion in the Tourism Providers Database for County Clare will be processed and used for tourism development and promotional purposes.

6. Prevention and detection of fraud

Your data may also be shared with other sections within Clare County Council to make sure the information is accurate, to protect public funds, recover debt and/or prevent or detect fraud.

7. Records Retention Policy

The National Retention Policy for Local Authority Records has a detailed record retention policy which goes in to more detail of the time period for which your personal data will be retained by this Council and what will happen to it after the required retention period has expired.

The policy can be accessed via the following link,

http://www.lgma.ie/sites/default/files/2002_national_retention_policy_for_local_authority_records_2.pdf

8. 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 Clare County 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.

To exercise these rights please see details in the document at the attached link (or available on request from the Data Protection office)

<http://www.clarecoco.ie/your-council/publications/data-protection-data-access-requests-policy-18436.pdf>

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

9. Right of Compliant to the Office of the Data Protection Commission

If you are not satisfied with the outcome of the response you received from Clare County Council in relation to your request to exercise your rights under the Data Protection legislation, then you are entitled to make a complaint to the Data Protection Commission who may investigate the matter for you.

The Data Protection Commissions website is www.dataprotection.ie or you can contact the Office at:

Lo Call Number: 1890 252 231

E-mail: info@dataprotection.ie

Postal Address: Data Protection Commission

Canal House
Station Road
Portarlinton
Co. Laois
R32 AP23