

Background

Dublin City Council seeks to promote the economic, social and cultural development of Dublin City and, in doing so, contribute significantly to improving the quality of life of its people.

The delivery of high quality services, tailored to meet the needs of all our citizens, is one of Dublin 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 Dublin City we are required to collect, process and use certain types of information about people and organisations. Depending on the service being sought or provided, this information may include 'personal data' as defined by the Data Protection Acts and by the EU General Data Protection Regulation 2016 (GDPR). This personal data may relate to past and future service users; past, current and prospective employees; suppliers and members of the public who may engage in communications with Dublin City Council. In addition, Dublin City Council may need, from time to time, to collect, process and use certain types of personal data to comply with regulatory or legislative requirements, or as otherwise reasonably required for the performance of our functions. Citizen Hub is our online platform for making service requests, applications and payments and is one of the many channels you may choose to use when interacting with Dublin City Council. This Privacy Policy relates specifically to Citizen Hub.

Citizen Hub Privacy Notice

This Privacy Notice describes the information we may collect from you when you use Citizen Hub, and why we collect it.

Using Citizen Hub constitutes acceptance by you of this privacy policy and the use of your information for the defined purposes in compliance with EU General Data Protection Regulations (GDPR).

Dublin City Council has created this privacy statement for our Citizen Hub platform in order to demonstrate our firm commitment to privacy, and to assure you that in all your dealings on Citizen Hub we will endeavour to ensure the security of the data you provide.

In order to access some of the services on Citizen Hub you will be required to provide specific data. Depending on the service being sought or provided, this data may include personal data as defined by the Data Protection Acts and by the EU General Data Protection Regulation 2016 (GDPR). Dublin City Council commits to only using personal data which is:

- Obtained with your consent
- 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 and stored accurately, securely and where necessary kept up to date
- Kept only for as long as is necessary for the purposes for which it was obtained
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

In order to provide the service you have requested we may be required to contact you. When you provide personal data to one department within Dublin City Council, it may be shared with other departments within the Council as long as such internal sharing is relevant, proportionate and reasonably necessary for the provision of the service you have requested.

Depending on the service you wish to access you may be required to register and/or be authenticated by us. The information gathered will only be used for the purposes of providing you with that service.

Terms of Service

The terms of service for Citizen Hub are outlined below. We are committed to abiding by these terms, using Citizen Hub constitutes acceptance by you of these terms of service.

- We will use up to date industry procedures to keep personal data as safe and secure as possible to protect against loss, unauthorised disclosure or access.
- We will only hold your personal information for the purposes stated and only for as long as is necessary for these purposes.
- You are responsible for protecting your password and user name (where applicable) and must not share them with or disclose them to anyone.
- You are also responsible for ensuring that information provided to Dublin City Council via Citizen Hub is, to the extent of your knowledge, true and valid.

- We may, from time to time, provide you by email with an update of information about our services. At any time, you can send an email to us if you do not wish to receive this information.

We may edit these Terms of Service from time to time. If we make any substantial changes, we will notify you by posting a prominent announcement on our pages.

Information Sharing

We may disclose your personal information as required by law.

On occasion we may need to share the personal information you have given to us with partner organisations such as An Garda Síochána or other government bodies.

Information will only ever be shared when it is strictly necessary to help us to provide effective services and your consent will be sought if sensitive personal data is involved.

(Sensitive personal data includes, but is not limited to, information about race, religious belief, trade union membership, or court proceedings. You may have the right to refuse. We will not pass this information onto any other parties unless required to do so by law)

However there are some circumstances where your consent may not be sought, for example:

- To prevent serious harm to others
- To help prevent or prosecute a crime
- As a requirement of statute law or because a court has asked for it.

Dublin City Council has a duty to protect public funds it administers, and may use information held about you for the prevention and detection of fraud and other lawful purposes.

Further Information

If you require further information, or if you have a data related query please contact dataprotection@dublincity.ie

Disclaimer

Dublin City Council is committed to the highest standard of quality information and every attempt is made to present up to date and accurate information on Citizen Hub. However Dublin City Council gives no warranty as to the accuracy of the information on Citizen Hub, and accepts no liability for any loss, damage, or inconvenience caused as a result of reliance on such information.

Links to other websites from Citizen Hub (whether directly or indirectly) are for general information purposes only and we do not assume any responsibility for the information contained on those websites.

Click [here](#) to read the Dublin City Council Privacy Statement.