

Privacy Statement for Dublin City Council

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Who we are and why do we require your information?

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 the people of the city of Dublin.

The delivery of high quality services, tailored to meet the needs of all our customers, remains 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 the information sought may include 'personal data' as defined by the Data Protection Acts and by the EU General Data Protection Regulation 2016 (GDPR). The 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.

Why do we have a privacy statement?

Dublin 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 Dublin City Council we will endeavour to ensure the security of the data you provide to us.

Dublin City Council creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. This data may be submitted by you through application forms or our website or through correspondence with you. We may also obtain information about you from other sources such as government departments or other statutory bodies and also from other third parties (including members of the public) and from public sources where required. Dublin City Council commits to using personal data which 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.
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

Occasionally 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 performance of our statutory functions. Examples of when departments within Dublin City Council may share information with each other include:

- To facilitate the investigation and prosecution of regulatory breaches and offences e.g. the environment department may have information that would assist the planning department in prosecutions and applications for injunctive relief; and

- To enable the set-off of moneys due to the Council, against sums owed by the Council to that person, pursuant to section 7 of the Local Government (Financial Provisions) (No.2) Act 1983.

Dublin City Council may also share your information with other organisations where necessary and permitted or required by applicable law, including other public authorities and bodies. Personal data may also be shared with third party data processors responsible for supporting the Council's operations.

The main legal basis for processing your personal data is that such processing is (i) necessary for us to comply with our legal obligations and/or (ii) necessary for us to carry out our tasks in the public interest and/or in the exercise of official authority vested in us.

We will retain your personal data only for as long as we require it for the performance of our functions, after which time it will be deleted by appropriate and secure methods. In the unlikely event that we are required to transfer your data outside of the European Economic Area ("EEA") we will only do so where we can secure the transfer with appropriate safeguards and where we have a legal right to do so.

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 Dublin City Council
- Your own financial details which you are required by law to supply as part of your application for a service offered by Dublin 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. Dublin City Council have set out the information we require in a series of separate and distinct application forms relevant to each service. Specific details of processing for each service will be set out in the respective application forms.

- The personal data which is required to be provided as part of your application and whether it includes any "special categories of data" such as data relating to your health;
- The purposes for which your personal data will be processed;
- The legal basis which enables Dublin City Council to process your personal data;
- Details of other organisations with whom we may need to share your data;
- Details of 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 by Dublin City Council (or the criteria which we use to determine how long personal data needs to be retained).

Financial Details

If you wish to apply for a particular service from the local authority you may be asked for a varying amount of personal financial details specific to you and your family, in order to support your application. Dublin City Council will set out the information we require in a series of separate and distinct application forms relevant to each service.

Records Retention

Dublin City Council retains personal information for as long as is necessary. The department holding your personal data will provide more detail to you about how long your personal data is held.

Your Rights

You have the following rights, in certain circumstances and subject to applicable exemptions, in relation to your personal data:

- the right to access the personal data that we hold about you, together with other information about our processing of that personal data;
- the right to require us to rectify any inaccuracies in your personal data;
- the right to require us to erase your personal data;
- the right to request that we no longer process your personal data for particular purposes;
- the right to object to our use of your personal data or the way in which we process it; and
- the right to receive your personal data, which you provided to us, in a structured, commonly used and machine-readable format or to require us to transmit that data to another controller.

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

If you would like to exercise any of these rights, please submit a request to our Data Protection Officer outlining the specific details of the request:

Email: dataprotection@dublincity.ie Tel: 01 2223775

All valid requests will be processed without undue delay and in any event within one month of receipt of the request. This period may be extended by up to two further months where necessary,

Right of Complaint to the Office of the Data Protection Commission

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

The Data Protection Commission'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 Commission, Canal House, Station Road, Portarlinton, Co. Laois. R32 AP23.

Other websites

Our website contains links to other websites. This privacy statement only applies to this website and the services operated by the Council. When you link to other websites you should read their own privacy policies.

Changes to our privacy statement

We keep our privacy statement under regular review and we will place any updates on this web page. This privacy policy was last updated on **25 May 2018**.

Governing Law and Jurisdiction

This privacy statement and all issues regarding this website are governed exclusively by Irish law and are subject to the exclusive jurisdiction of the Irish courts.

How to contact us

For any queries relating to the Dublin City Council Privacy Statement or Data Protection policies, please contact our designated Data Protection Officer.

Dublin City Council's Data Protection Officer can be contacted by email dataprotection@dublincity.ie or by telephone 01 222 3775.

Our use of cookies

This website uses Google Analytics to help analyse how users use the site. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including your IP address) is transmitted to Google. This information is then used to evaluate visitors use of the website and to compile statistical reports on website activity for Dublin City Council (www.dublincity.ie)

Dublin City Council will not (and will not allow any third party to) use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our site. We will not associate any data gathered from this site with any personally identifying information from any source as part of our use of the Google statistical analytics tool. Google will not associate your IP address with any other data held by Google. Neither Dublin City Council nor Google will link, or seek to link, an IP address with the identity of a computer user.

Dublin City Council uses cookies to allow accessibility options on the site to function correctly i.e. increasing/decreasing text size or changing the contrast. Cookies are also used to allow users of mobile phones to browse the mobile version of the site.

Further information about cookies

You can choose whether you wish to accept cookies or not within your browser settings. Your browser will generally offer you the choice to accept, refuse or delete cookies either at all times or from specific websites or in the case of "third party cookies" (those from providers that website owners use).

The choices and management of cookies vary dependant on your preferred browser. Listed below are links to some popular manufacturer's instructions on how you can manage your cookie preferences.

[Internet Explorer](#)

[Google Chrome](#)

[Firefox](#)

[Safari](#)

[Safari Mobile](#)

Housing & Community Services

Housing Allocations & Transfers

Your information is collected to process applications for Social Housing Allocations and Transfers.

The legal basis is provided for under –

- Section 21 Housing Act, 2009 (Miscellaneous Provisions)

➤ Social Housing Assessment Regulations 2011/Allocations Scheme 2018

The information you provide may be shared with –

- An Garda Síochána – suitability for social housing
- Public Representatives – engaging with Dublin City Council on your behalf
- Solicitors – Tenant purchases/acquisitions
- Medical Representative/GP – supporting priority applications
- DCC area offices – re applications to reside, anti-social behaviour
- Other DCC Departments – Finance, Housing Maintenance, Waste Management, HAP, RAS, Homeless, Housing Welfare, Travellers Section, Tenant Purchase

Your information will be retained for a period of three (3) years if your application is cancelled.

The following files will be retained for a period of ten (10) years after the end of tenancy –

Applicants in receipt of HAP (Housing Assistance Payment), RAS, Dublin City Council tenancy, Rent Supplement, Approved Housing Body.

All active applications for social housing support will be retained, until your housing need is met.

Applicants who fail or refuse to submit the required personal data for processing applications may not be placed on the list for social housing support (housing list).

Environmental Health/Private Rented

Your personal data is collected to enforce standards in private rented accommodation.

The legal basis for processing the personal data is the Housing (Standards for Rented Houses) Regulations 2019 and the Housing Acts 1966-2018 as amended.

The information you provide may be shared with

Other DCC Departments and Sections - Dublin Fire Brigade, Planning Department, Waste Management

Other outside authorised bodies - The Residential Tenancies Board (RTB).

Environmental Health/Private Rented receives information from other DCC sections - HAP Section, Homeless HAP Section, RAS Section, Customer Services and the Fire Brigade Section.

Reports/Complaints can also be received from tenants. Information is also received via Social Media, E-mails and by phone.

Records are held for three years.

If you do not give the personal data required, your report/complaint may not be processed.

Housing Assistance Payment (HAP)

Your information is collected to assess and administer your application for the Housing Assistance Payment Scheme (HAP).

The legal basis for the collection of this data is provided for under the Housing (Miscellaneous Provisions) Act 2014, the Residential Tenancies Act 2004 (as amended), the Housing Assistance Payment (Amendment) Regulations 2017, Planning and Development (Housing) and Residential Tenancies Act 2016 and the Social Welfare (Consolidation) Act 2005 (as amended), Private Rented Standards, Differential Rent Scheme.

The information you provide may be shared with:

- The HAP Shared Services Centre – central administrative body involved in administration of the HAP Scheme
- An Post – to facilitate payment of your rent contribution through the Household Budget Scheme
- Banks/Credit Unions – to facilitate payment of your rent contribution by Standing Order
- Various Dublin City Council Sections – Housing Allocations, Environmental Health Section to assess eligibility for HAP Scheme and to arrange property inspections
- Department of Housing, Planning & Local Government – for statistical and research purposes
- Department of Employment Affairs & Social Protection – to prevent or detect fraud
- An Garda Síochána – to prevent or detect fraud
- Residential Tenancies Board – to ensure registration of tenancies
- Revenue – to ensure Landlord/Agent is tax compliant

Your information will be retained for 7 years after you cease to be a HAP recipient unless there are monies owing to Dublin City Council in respect of your weekly rent contribution in which case your information will be kept until monies owing have been paid in full.

Dublin City Council may, for the purpose of its functions under the above legislation, request and obtain information at any time from:

- Department of Employment Affairs and Social Protection – for details of social welfare payments, PPSN's, dates of birth, rent payments to landlords
- Revenue – for details of employment and income

Home Grants

Your information is collected to assess and administer your application under the Housing Adaptation Grant for People with a Disability, Mobility Aids Grant Scheme and the Housing Aid for Older People

The legal basis for the collection of this information is to process and approve your application under one of the three grants schemes administered by Dublin City Council

Information you provide may be shared with:

- Department of Housing, Planning & Local Government – for the purpose of recoupment
- Councillors acting on behalf of borrowers with written consent
- Dublin City Council Departments– Housing Finance, Housing Management Services – for statistical and research purposes

Your information is retained for 7 years after the grant is paid out. A register showing a record of payments and schedule of works carried out will be retained permanently.

Loans, Sales and Mortgage Support

Your information is collected to assess and process Loan Applications, maintain and manage Loan Accounts and assess mortgage arrears due to Dublin City Council.

The legal basis for processing the information is the mortgage you applied for to Dublin City Council under the Housing (Rebuilding Ireland Home Loans) Regulations 2018 and for maintaining existing loans or processing mortgages which are now being managed under the Mortgage Arrears Resolution Process (MARF)

Information provided by you may be shared with:

- a. The Housing Agency for underwriting purposes.
- b. Central Credit Register and Irish Credit Bureau for credit checks on applicants and mortgage holders and reporting on the performance of Loans.
- c. Law searchers regarding judgement checks on potential borrowers
- d. Approved Housing Bodies for Affordable Housing applicants
- e. Gemini Consultants to maintain the Loans Management System, Cygnus.
- f. Marsh Ireland Ltd., Underwrites for Utmost PanEurope for Mortgage Protection Insurance.
- g. An Post, Banks, Building Societies, Credit Unions to facilitate payment of mortgages.
- h. Money, Advice and Budgeting Service (MABS)
- i. Independent budgeting service providers engaged directly by borrowers.
- j. Insolvency Service of Ireland
- k. Dublin City Councillors acting on behalf of borrowers with written consent.
- l. Other Dublin City Council Departments – Housing Allocations, Housing Maintenance, Differential Rents, Housing Finance, Housing Management Services, Local Area Offices, Law Department and Valuer's Department
- m. An Garda Siochana for Estate Management checks.
- n. Independent Solicitors, Estate Agents, Valuers, Surveyors and Debt Advisors engaged by borrowers.
- o. Department of Housing, Planning and Local Government, Department of Revenue

In the case of mortgage applications which are subsequently cancelled, your information is retained for **1 year** after application.

In the case of existing mortgage holders, your information is retained for **7 years** after mortgage is redeemed.

Your information is retained for 7 years after you redeem your mortgage unless there is ongoing debt collection in which case your information will be kept until monies owing are paid in full.

In the case of Mortgage to Rent Scheme (residual debt owing) your information is retained until the residual debt is paid off or 15 years has elapsed whichever occurs first.

In the case of Mortgage to Rent Scheme (positive equity credit on rent account) your information is retained until the rent equity credit is used up or 15 years has elapsed whichever occurs first.

Rental Accommodation Scheme

Your information as a Landlord with Dublin City Council is collected to administer Dublin City Council's Social Housing Function.

The legal basis for the collection of this data is provided for under the Housing (Miscellaneous Provisions) Act 2014, the Residential Tenancies Act 2004-2016 (as amended), Planning and Development (Housing) and Residential Tenancies Act 2016, Private Rented Standards, Differential Rent Scheme.

The information you provide may be shared with:

- Various Dublin City Council administrative sections involved in the administration of the RAS Scheme
 - Allocations Section
 - Environmental Health Section
 - Finance –Supplier Set Up Unit and Payments Section
 - Law Department
 - Housing Admin
 - Voluntary Housing section
- Department of Housing, Planning & Local Government – for statistical and research purposes
- Residential Tenancies Board – to ensure registration of tenancies
- Revenue Commissioners – to ensure Landlord/Agent is tax compliant
- Tuath Housing Association

Your information will be retained for 5 years after you cease to be a RAS Landlord or on termination of Long Term Lease.

Housing Rents

Your information is collected to assess and process monies due to Dublin City Council in respect of rents.

The legal basis is provided for under the Housing Acts 1966-2014, Landlord & Tenant (Ground Rents) (No.2) Act 1978, Personal Insolvency Act 2012, Dublin City Council Differential Rent Scheme, Dublin City Council Tenant Purchase scheme, the Social Welfare (Consolidation) Act 2005.

The information you provide may be shared with:

- Department of Employment and Social Protection – re Social Welfare Fraud
- An Post-to facilitate payment of rent through the Household Budget scheme
- An Garda Siochana-for the detection of fraud and crime
- Banks-to facilitate payment of rent by direct debit
- Solicitors-re Tenant Purchase accounts
- Councillors-re the buying out of ground rents and representations on behalf of tenants
- DCC Area Offices- re applications to reside, abandoned dwellings, anti-social behaviour
- Other DCC Departments— Finance, Housing Maintenance, Waste Management, Loans & Grants, Tenant Purchase, HAP, RAS, Allocations, Homeless, Housing Welfare, Travellers Section

Your information is retained for 7 years after you cease to be a tenant liable to pay rent unless there is ongoing debt collection proceedings in which case your information will be kept until monies owing are paid.

You are required under your Tenancy Agreement with Dublin City Council to provide full and detailed particulars of your income and that of any family member living with you. You must inform the Council of any change in income of yourself or a family member as soon as the change occurs. Failure to do so could result in the maximum rent being applied. Arrears could also accrue. Failure to pay your arrears could result in an order of the Court for eviction.

Dublin City Council receives personal data from:

- Department of Employment and Social Protection- for details of Social Welfare income, PPSN's, dates of birth
- Revenue Commissioners-for details of employment and income
- Nursing Homes, Hospitals, Social Workers—confirming illness or admittance of a tenant to a nursing home/hospital
- Solicitors—re the estate of a tenant

Housing Maintenance

Your information is collected to provide a management and maintenance service for Dublin City Councils housing stock in compliance with relevant policies, plans, legal and regulatory requirements.

The legal basis for processing by Housing Maintenance is mostly contained in the following legislation:

- Housing Act 1966 and 1988
- Housing (Miscellaneous Provisions) Act 1979-2014
- Residential Tenancies Act 2004
- Residential Tenancies (Amendment) Acts 2009 and 2015
- Housing (Standards for Rented Houses) 2017

The information you provide may be shared with:

- Contractors employed following a tender process to do work on our behalf.
- Occupational Therapists and consultants when necessary.

Your information is retained for the lifespan of the house as a rented dwelling on the housing/tenancy file + 7 years from when house is no longer a local authority property.

The information is essential in order for us to carry out work requested/required in accordance with the Tenancy agreement.

Dublin Region Homeless Executive (DRHE)

The Dublin Region Homeless Executive (DRHE) is provided by Dublin City Council as the lead statutory local authority in the response to homelessness in Dublin and adopts a shared service approach across South Dublin County Council, Fingal County Council and Dún Laoghaire- Rathdown County Council.

Your information is processed either because it is necessary for the performance of our service and/or because you have consented to our use of personal data. The legal basis for the processing is provided for under **Housing (Miscellaneous Provisions) Act 2009, Social Housing Assessment Regulations 2011/ Allocations Scheme 2018 and the Housing Acts 1966-2014.**

The information you provide may be shared with:

- Internal sections of Dublin City Council
- An Garda Síochána
- HSE
- TUSLA
- Voluntary bodies and any other authorised bodies that in our opinion may assist in consideration of your application.

- The DRHE may, in conjunction with the Department of Housing, Planning and Local Government, process your data for research purposes including forward planning in relation to the assessment of housing needs.

In certain circumstances we may be legally required to share data held by us, which may include your personal data, for example, where we are involved in legal proceedings or court ordered. We are mandated by law to share information with TUSLA, Child and Family Agency, where a child may be at risk of harm. We may share your information with the Irish Naturalisation and Immigration Service, for the purpose of assessing eligibility and supports provided on the basis of homelessness.

Your information will be retained for a period of two (2) years of no activity and then anonymized for statistical and research purposes. All active applications for homeless services will be retained, until your housing need is met.

Traveller Accommodation Unit

Your information is collected to assist in your dealings with the Traveller Accommodation Unit.

The legal basis for processing of your data is set out in the Housing (Miscellaneous Provisions) Act 2009 – Section 32(2)

The information you provide may be shared with:

- Other sections of Dublin City Council
- Other Local Authorities
- An Garda Síochána
- Department of Social Protection
- An Post
- Revenue
- Voluntary bodies or any other authorised body that in our opinion may assist in consideration of your application.
- In certain circumstances we may be legally required to share data held by us, which may include your personal data, for example, where we are involved in legal proceedings or court ordered. Also we are mandated by law to share information with TUSLA, Child and Family Agency, where a child may be at risk of harm.

Your information is retained for 7 years.

Social Work

Your information is processed as a result of your interaction with Dublin City Council's Social Work Service.

The legal basis for this processing is provided for in:
Housing (Miscellaneous Provisions) Act 2009 – section 32(2),
Data Protection Act 2018, Section 52, Section 3 and 4
Health and Social Care Professionals Act 2005, Section 2
Health Identifiers Act 2014.

The information you provide may be shared with

- other sections of Dublin City Council
- the Gardaí
- HSE

- TUSLA
- voluntary bodies or any other authorised bodies that in our opinion may assist in consideration of your application.
- In certain circumstances we may be legally required to share data held by us, which may include your personal data, for example, where we are involved in legal proceedings or court ordered. Also we are mandated by law to share information with TUSLA, Child and Family Agency, where a child may be at risk of harm.

Your data is held for 7 years except where a housing priority is recommended, in which case the information will be held until an offer of accommodation is taken up, or in other exceptional circumstances.

Planning & Development Department

Planning Decisions

Your information is processed as a result of your interaction with the Planning Decision section of Dublin City Council.

The legal basis for processing your information is the Planning and Development Act 2000 as amended.

The planning process is an open and transparent one. All planning application documentation, observations/submissions, and the weekly planning lists are made available for public inspection at the Council's offices and on the Council's website under Section 38 of the Planning and Development Act 2000 as amended.

Information is made available to An Bord Pleanála in the case of an appeal under Section 127 of the Planning and Development Act 2000 as amended.

There are 2 exceptions to the information being made available to the public and An Bord Pleanála (paper file or website): -

- Part 2 of the planning application form
- The email addresses and telephone numbers of observations/submissions

Your information is held indefinitely.

Finance

Rates

Your information is collected to process monies due to Dublin City Council in respect of rates.

The legal basis is provided for under the Poor Relief (Ireland) Act 1838 – Local Government Reform Act 2014.

The information may be shared with:

Valuation Office – to facilitate the valuation of your rating

Business Improvement District (BID) – where the rating is within the BID parameter for the city

Relevant Bank – to facilitate a direct debit payment

Printing Company – to facilitate the printing of rate bills

Solicitors – legal requests re sale/ debt recovery etc.

Trusted third parties who perform services for us, including receivers, liquidators etc.

Statutory, regulatory and law enforcement authorities, as required by law

Your information is retained for 7 years after you cease to be an occupier liable to pay rates unless there is ongoing debt collection proceedings in which case your information will be kept until the monies owing are paid.

Motor Tax

Dublin City Council requires customers' to provide certain personal data in order to carry out our legislative and administrative functions for Motor Tax on behalf of Department of Transport, Tourism & Sport (DTTAS).

Your personal data may be exchanged with the agencies listed below under the remit of DTTAS in accordance with law.

- An Garda Siochana – criminal investigations.
- State Agencies – civil & criminal investigations e.g. non-payment of toll fees.
- Solicitors – civil & criminal investigations e.g. road traffic accidents.
- Local Authorities – civil & criminal investigations e.g. litter fines.

Full details of DTTAS Data Protection policy setting out how your personal data is used as well as information regarding your rights as a data subject are available at www.dttas.gov.ie/dataprotection. Details of this policy are also available in hard copy upon request by emailing dataprotection@dttas.gov.ie or in writing to Data Protection Unit, Department of Transport, Tourism and Sport, Leeson Lane, Dublin D02 TR60

Non Principal Private Residence

Dublin City Council requires customers to provide certain personal data in order to carry out legislative and administrative functions for NPPR.

The legal basis is provided for under the Local Government (Charges) Act, 2009 and Local Government Reform Act, 2014.

Your personal data may be exchanged with the agencies listed below in accordance with the law

- NPPR Bureau – to facilitate payment.
- Solicitors – legal requests regarding sale of property
- Local Authorities – to facilitate instalment plan payments

Your information is retained for a maximum of five years from date of application for a certificate unless there are ongoing debt collection proceedings in which case your information will be kept until the monies owing are paid.

Chief Executive Department

Franchise

We collect and process personal data relating to you for the following purposes:

- To allow you register to vote
- To allow you to check your electoral details online
- To allow you to maintain/update your electoral details
- Prepare the Register of Electors

The legal basis for processing your information is provided for in the Electoral Act 1992 (Second Schedule, paragraph 5(3)).

The information you provide may be shared with:

- The 4 Dublin local authorities who share electoral register information for the purposes of preparing the Electoral Register
- Elected Members (Councilors, TDs, MEPs, Senators) and political parties receive a copy of the electoral register
- Court Services for the purpose of Jury Service
- Post offices, Garda Stations, Libraries, County Registrar and the Election Returning Officer receive a copy of the Electoral Register under the Electoral Act 1992.

Your information is retained in a secure database for the purpose of on-going administration, audit and review. Dublin City Council will not keep personal data for any longer than is necessary and/or as required by law.

Environment & Transportation Department

Waste Management

When requesting a service from the Waste Management Department, essential personal information may be requested depending on the service you require.

The legal basis for requesting such information is provided for primarily under the Waste Management Act 1996 (Amended 2001).

Not all our services will require us to gather personal information however where personal information is required a separate and specific GDPR statement explaining the purposes for processing this personal data, retention periods and who the data will be shared with (if any) will be provided for that specific service.

Waste Enforcement

Your information is collected to process requests for complaints made under breaches of the Waste Management Act.

The legal basis is provided for under The Waste Management Act 1996. Information collected by us is generally limited to contact details provided in respect of requests made for complaints relating to breaches under the Waste Management Act 1996.

The information may be shared internally with:

- Other sections within the Environment & Transportation Department –whose assistance is necessary to process work associated with your request.
- Dublin City Council Customer Services Department- in respect of related requests that were submitted through the Customer Services Department
- Other departments- Such as Environmental Health- Environmental Protection Agency- Housing Welfare

Your information may be retained electronically for up to 7 years as part of the record of waste enforcement measures requested throughout Dublin City Council's administrative area.

Bulky Waste Management

When requesting a residential household bulky waste collection service from the Waste Management Department, essential personal information will be requested consisting of name, address and contact details of the person and household requesting this service.

The legal basis for requesting such information is provided for primarily under the Waste Management Act 1996 (Amended 2001).

These personal details are only shared with relevant City Council Waste Management and Customer Services Staff and are not given to any external persons, bodies or organisations.

Your information will be retained for a maximum 3-year period in order to assist in the planning, statistical analysis and resource allocation of waste management resources after which time all personal details will be removed from City Council records.

National TransFrontier Shipments Offices

Your information is collated in order to comply with (S.I. no. 113 of 2008) the Waste Management (Registration of Broker and Dealers) Regulations 2008. These Regulations provide for the introduction of a registration system for waste brokers and dealers. These Regulations follow on from the Waste Management (Shipments of Waste) Regulations 2007 (S.I. no. 419 of 2007).

Any individual or business that arranges the collection, recycling, recovery or disposal of waste on behalf of another party must register as a waste broker with [the National TFS Office](#). While the NTFSO does not publish the register, certain information may be provided to other parties in response to enquiries relating to compliance with the Waste Management (Registration of Broker and Dealers) Regulations 2008 and the Waste Management (Shipments of Waste) Regulations 2007 (S.I. no. 419 of 2007). Any copies of the register made available by the NTFSO do not contain personal information relating to any individual. The details released include the registration no., name of the applicant/trade name (if any), date certificate issued, date certificate expires. The waste type classification is also provided, i.e. if the cert covers amber list only, green list waste only or both amber & green list waste.

Records are retained for a period of not less than five years.

Green Schools Programme

Your personal data is processed for the purposes set out below.

- To contact you in relation to the programme
- To invite you to the annual Green Schools Seminar
- To contact you to offer the school a Green Schools workshop
- To contact you in relation to any funding that may be available

Your private/personal data is not shared with any third party.

Your private/personal data is retained for a minimum of 1 year.

Local Agenda 21 Environmental Partnership Fund

Your personal data is processed for the purposes set out below.

- To process your application for the Local Agenda 21 EPF
- To forward details of the project to the Dept. of Environment, Communications and Local Government

- To process payments in relation to the grant
- To contact you in relation to the Local Agenda 21 EPF

Your private/personal data is not shared with any third party.

Your private/personal data is retained for a minimum of 1 year.

Dublin Waste to Energy – Community Gain Liaison Committee

Your personal data is processed to facilitate the administration of the DWtE Community Gain Projects Grant Scheme. If you do not furnish us with the personal data, we will not be able to process your application for grant funding or respond to any questions or requests you submit to us via our e-mail address.

The legal basis for processing your information is provided for under Section 65 of the Local Government Act 2001.

We will store personal data only for as long as necessary for the purpose(s) for which it was obtained. The criteria used to determine our retention periods include:

- The length of time we have an ongoing relationship.
- Our legal, financial and regulatory obligations.
- The National Retention Policy for Local Authority Records.

Litter Management Office

Your information is collected for the following reasons:

- Fixed Penalty Notice (Litter Fine)
- Fixed Payment Notices (Bye-Law Fines)

Your information/personal data is required in order to collect monies due in respect of fines issued and for the Litter Appeals Officer to make an informed decision on appeals received for fixed penalty notices and fixed payment notices.

The legal basis is provided for under the following legislation:

- The Litter Pollution Acts 1997 – 2009
- Bye-Laws for the Storage, Presentation and Collection of Household and Commercial Waste 2013 under Section 206 of the Local Government Acts 2001
- Bye-Laws for the Prevention and Control of Litter under Section 206 of the Local Government Acts 2001
- The information/personal data may be shared with:
- Courts Service Ireland – regarding court hearings for legal proceedings initiated for unpaid fines
- Solicitors – legal requests regarding details of fixed penalty notices issued
- Relevant Authorised Waste Collection Company – to verify account details supplied

Your information/personal data is retained for a minimum of 1 year and up to 3 years where a successful conviction has been obtained.

Dublin City Neighbourhoods Competition

Your information is processed for the following purposes:

- To process your application for the Dublin City Neighbourhoods Competition
- To forward your application to each Area Office for initial adjudication
- To process payments in relation to the awards

- To notify you in relation to the awards ceremony

Your private/personal data is not shared with any third party.

Your private/personal data is retained for a minimum of 1 year. For more information:

IPB Pride of Place Competition

IPB Pride of Place competition is run in conjunction with Co-Operation Ireland and the Local Authorities. Dublin City Council only collect, process and retain your personal data for the purposes set out below.

- To process your application for IPB Pride of Place Competition
- To forward your application to IPB Pride of Place, Co-Operation Ireland
- To notify you regarding dates for adjudication
- To notify you in relation to the awards ceremony

Your private/personal data is not shared with any third party.

Your private/personal data is retained for a minimum of 1 year. For more information:

Community Clean-ups

Dublin City Council assist many community groups in their efforts in keeping the city free of litter. Groups are provided with cleaning equipment and all litter is collected by Dublin City Council after clean-ups.

Your personal data is processed for the purposes set out below.

- To arrange to deliver equipment
- To arrange to collect bags after clean-up
- To notify you in relation to Team Dublin Clean-up
- To notify you in relation other activities arranged by Dublin City Council

Your private/personal data is not shared with any third party.

Your private/personal data is retained for a minimum of 1 year. For more information:

Air Quality Monitoring and Noise Control Unit

Your information is collected in order for us to:

- Investigate a complaint you made to us regarding incidences(s) of air or noise pollution. .
- Investigate a complaint of which you are the subject regarding incidences(s) of air pollution or noise.
- Assess applications for certificates of compliance for scheduled activities.
- Regulate the marketing, sales distribution of specified solid fuels

The legal basis for this is provided for under the Air Pollution Act 1987 and the Environmental Protection Agency Act 1992 and regulations made thereunder.

Information may be shared with other statutory law enforcement bodies including, An Garda Síochána, The Revenue Commissioners, and The Environmental Protection Agency.

Your information is retained for 7 years.

Road Maintenance Services

Your information is collected to process requests for service to manage the maintenance of the public road network, license street furniture and telecommunication apparatus in the Dublin City administrative area.

The legal basis is provided for under

- Section 13 of the Roads Act 1993
- Sections 101D of the Road Traffic Act, 1991, as inserted by Section 9 of the Dublin Transportation Authority (Dissolution) Act 1987 and S.I. No. 139/2015 – Road Traffic (Co-ordination of Roadworks) Regulations 2015,
- Section 254 of the Planning and Development Act 2000
- Article 201 of the Planning and Development Regulations 2001.

The information may be shared with:

- Other sections within the Environment and Transportation Department – whose assistance is necessary to process work associated with your request;
- Dublin City Council Local Area Offices - in respect of road maintenance related requests made on your behalf;
- Other departments - all road maintenance and licensing queries forwarded to relevant section/department or contractors working on our behalf for processing.

Your information may be retained electronically for up to 20 years as part of the record of road management measures requested throughout Dublin City Council's administrative area.

Roadworks Control Section

Your information is collected to process an application to place a skip on a public road or footpath.

The legal basis for this is provided for under Section 72 of the Road Traffic Act 1993 and Dublin City Council Skip Bye-Laws 1999. Information collected by us is generally limited to the location of the proposed skip and your contact details. Credit card details, if provided, are deleted as soon as payment is confirmed.

The information (other than credit card details) may be shared with:

- Other sections within the Environment & Transportation Department - whose assistance is necessary to process work associated with your request.
- Other departments within Dublin City Council – for the purpose of providing a record of road & footpath use

Your information may be retained for a minimum of 2 years as part of the record of traffic management in Dublin City Council's administrative area. For more information, contact:

Road Design and Construction Division

Your information is collected to allow your comments/observations to be reviewed by Road Design and Construction Division.

The legal basis is provided for under Section 13 of the Roads Act 1993. Information collected by Road Design and Construction Division is generally limited to details submitted by the public arising from the design or construction of road and bridge projects.

The information may be shared with:

- Other sections within Dublin City Council –whose assistance is necessary to address issues raised by your comments/observations.
- Engineering Consultants and Contractors engaged by Environment and Transportation Department.

Your information may be retained electronically for up to 7 years as part of the record of traffic management measures requested throughout Dublin City Council's administrative area.

Parking Policy and Enforcement

When applying for a Parking Permit your information is collected by Customer Services Centre on behalf of the Parking Policy & Enforcement Section to process parking permits.

The legal basis is provided for under the Dublin City Council Parking Control Bye-Laws 2014. Information collected by us is limited to details required to process applications in accordance with the Parking Control Bye-Laws in respect of residents parking permits.

The information may be shared with:

- Dublin City Council Customer Services
- Dublin City Council's Parking Enforcement Contractor (currently Dublin Street Parking Services)
- Parking Policy and Enforcement Section
- Management and Professional staff of Dublin City Council
- An Garda Síochána

All information gathered directly by the Parking Policy & Enforcement Section that contains personal information that relates to parking policy and enforcement matters will be retained for internal review purposes for periods varying between 1 and 2 years.

Any personal data related to financial payments or refunds will be retained for 6 years in order to comply with Finance Department Audit requirement.

Any information gathered in response to queries from An Garda Síochána is held for a period of 2 years.

Traffic Advisory Group (TAG)

Your information is collected to process requests for traffic management measures.

The legal basis is provided for under Section 38 of the Road Traffic Act 1994 and Section 78 of the Road Traffic Act 2010. Information collected by us is generally limited to contact details provided in respect of requests made for traffic management measures, road signs and road markings.

The information may be shared with:

- Other sections within the Environment & Transportation Department –whose assistance is necessary to process work associated with your request.
- Dublin City Council Local Area Offices- in respect of traffic related requests made on your behalf.
- Other departments- all non-TAG queries forwarded to relevant section/department for processing.

Your information may be retained electronically for up to 7 years as part of the record of traffic management measures requested throughout Dublin City Council's administrative area.

Traffic Service Request Form

Your information is collected to process Transport related service requests.

The legal basis is provided for under Section 38 of the Road Traffic Act 1994 and Section 78 of the Road Traffic Act 2010. Information collected by us is limited to contact details provided in respect of requests made for transport management measures, road signs and road markings.

The information may be shared with other relevant Dublin City Council Departments and Sections in order to process your query.

The personal information supplied by you will be kept securely and is currently retained indefinitely.

Traffic Management and Control

Your information is gathered, shared and used by Dublin City Council. We gather data to identify you (contact information), including your banking details (proof of payment, payment for services rendered, issue invoices, etc.)

Legal basis?

We will hold your information for no longer than 7 years (subject to regulatory rules).

Sustainable Mobility and Projects Division

The Dublin City Council Sustainable Mobility and Projects Division promotes to making walking and cycling in Dublin safe, easy and fun through the provision of new and upgraded walking and cycling infrastructure. To fulfil our obligations in relation to statutory and non-statutory public consultation in the advancement of new projects (for example consultation in advance of Route Options and Planning Consents), we will collect contact details about people and organisations. We may also retain your contact details if you are directly impacted by a proposed pedestrian or cycle scheme and for example if we may request access to your property in order to carry out a topographical or structural survey.

The types of personal data you may be asked to supply will be your contact details to allow for efficient communication. You do not have to provide all contact details but providing more, such as email, phone, address makes it easier to communicate.

The information may be shared with:

- Project Consultant's working directly on behalf of DCC in the delivery of pedestrian and cycle projects.
- DCC valuations office and legal departments (if there is a requirement for the transfer or purchase of land in conjunction with our projects).
- Our funding agency (in most cases this will be the National Transport Authority).

Your information is retained for a period of 1 year following the completion of construction of the project. The timeframe for construction completion will vary from project depending on its complexity, funding availability etc.

City Centre Transport Projects

The Dublin City Council *City Centre Transport Projects* section aims to deliver the transportation projects specified in the Dublin City Centre Transport Study 2016. To fulfil our obligations in relation to statutory and non-statutory public consultation in the advancement of new projects we will collect contact details regarding people and organisations. We may also retain contact details for those directly impacted by a proposed scheme and for example if we may request access to a property in order to carry out a topographical or structural survey.

The types of personal data you may be asked to supply will be your contact details to allow for efficient communication. You do not have to provide all contact details but providing more, such as email, phone, address makes it easier to communicate.

The information may be shared with:

- Project Consultant's working directly on behalf of DCC in the delivery of transportation projects specified in the Dublin City Centre Transport Study.
- DCC valuations office and legal departments (if there is a requirement for the transfer or purchase of land in conjunction with our projects).
- Our funding agency (in most cases this will be the National Transport Authority).

Your information is retained for a period of 1 year following the completion of construction of the project. The timeframe for construction completion will vary from project depending on its complexity, funding availability etc.

Dublin City Bike Bunkers

Your information is processed for the purposes set out below:

- To process your application for the Dublin City Bike Bunkers
- To process payments in relation to the service
- To notify you in relation to any changes

Information collected by us is generally limited to contact details provided in respect of requests made for Bike Bunkers.

Your private/personal data may be shared with:

- Private firm which may provide service on behalf of Dublin City Council

Your private/personal data is retained for a minimum of 1 year plus 6 months.

ITS SCATS

Your information is collected in order to respond to customer queries in relation to the operation of traffic signals.

The legal basis is provided for under Roads Act 1994 Section 37.

The information is not shared with any third parties outside Dublin City Council.

Your information is retained in our system on record indefinitely in the public interest.

Policy & Innovation Speed Limits

Your information is collected to process requests for comments & suggestions made under The Road Traffic Act 2004 (Section 9). Information collected by us is generally limited to contact details provided in respect of requests made for changes in the speed limit in line with the authority given to Local Authorities under The Road Traffic Act 2004 (Section 9).

The information may be shared internally with:

- Other sections within the Environment & Transportation Department –whose assistance is necessary to process work associated with your request.
- Dublin City Council Customer Services Department- in respect of related requests that were submitted through the Customer Services Department

Advertising Boards

Your information is collected to process requests for service to license advertising boards in the Dublin City administrative area.

The legal basis is provided for under

- Section 13 of the Roads Act 1993
- Sections 101D of the Road Traffic Act, 1991, as inserted by Section 9 of the Dublin Transportation Authority (Dissolution) Act 1987 and S.I. No. 139/2015 – Road Traffic (Co-ordination of Roadworks) Regulations 2015
- Section 254 of the Planning and Development Act 2000
- Article 201 of the Planning and Development Regulations 2001.

Information collected by us is limited to contact details provided in respect of requests made for road maintenance and licensing measures.

The information may be shared with:

- Other sections within the Environment and Transportation Department – whose assistance is necessary to process work associated with your request;
- Dublin City Council Local Area Offices - in respect of road maintenance related requests made on your behalf;
- Other departments - all road maintenance and licensing queries forwarded to relevant section/department or contractors working on our behalf for processing.

Your information may be retained electronically for up to 20 years as part of the record of road management measures requested throughout Dublin City Council's administrative area.

Street Furniture Unit

Your information is collected to process requests for service to license street furniture in the Dublin City administrative area.

The legal basis is provided for under:

- Section 13 of the Roads Act 1993
- Sections 101D of the Road Traffic Act, 1991, as inserted by Section 9 of the Dublin Transportation Authority (Dissolution) Act 1987 and S.I. No. 139/2015 – Road Traffic (Co-ordination of Roadworks) Regulations 2015
- Section 254 of the Planning and Development Act 2000
- Article 201 of the Planning and Development Regulations 2001.

Information collected by us is generally limited to contact details provided in respect of requests made for road maintenance and licensing measures.

The information may be shared with:

- Other sections within the Environment and Transportation Department – whose assistance is necessary to process work associated with your request;
- Dublin City Council Local Area Offices - in respect of road maintenance related requests made on your behalf;
- Other departments - all road maintenance and licensing queries forwarded to relevant section/department or contractors working on our behalf for processing.

Your information may be retained electronically for up to 20 years as part of the record of road management measures requested throughout Dublin City Council's administrative area.

Casual Trading

Your information is collected for the sole purpose of processing an application for a Casual Trading Licence in the Dublin City administrative area.

The legal basis is provided for in the Casual Trading Act 1995 and the Casual Trading Bye-Laws 2013. Information collected by us is limited to name, contact details, ID photo, insurance details and tax clearance.

The information may be shared with:

- An Garda Síochána.
- Revenue.
- Department of Employment Affairs and Social Protection.
- Product Safety.

Your information may be retained electronically for up to 7 years.

Street Performers

Your information is collected for the sole purpose of processing an application for a Street Performers Permit in the Dublin City administrative area.

The legal basis is provided for in the Local Government Act 2001 and the Street Performers Bye-Laws 2016. Information collected by us is limited to name, contact details, proof of address and ID photo.

The information may be shared with:

- An Garda Síochána.

Your information may be retained electronically for up to 2 years.

Surface Water Operations

Your information is collected in order to aid the Gully Cleaning Crews to locate the gully cleaning issues reported. The information may be shared with other Dublin City Council Departments.

Your information is retained on file for gully cleaning record purposes.

Culture, Recreation and Economic Services

Library Services

Your information is collected to provide you, as a library user, with the library service and a single management library system.

The legal basis is provided for in

Your information may be shared with:

Other Irish Local Authority Libraries for the purpose of providing a shared library service

Your information will be retained for

Dublin City Arts Office – Arts Bursary

Your data is processed in respect of your application for an Arts Bursary in accordance with the Arts Act 2003.

The information you provide will be assessed by a panel made up of staff of Dublin City Arts Office and external invited arts specialists.

Your information will be retained for five years if you are granted an award and for one year if not granted an award. If you do not furnish the personal data requested, Dublin City Council will not be able to process your application.

[Dublin City Arts Office – Artists Panel Review](#)

The purpose for processing your data is to assist in the review of the Artists Panel currently operated by Dublin City Arts Office.

The information you provide will be assessed by staff of Dublin City Arts Office.

Your information will be retained for one year. If you do not furnish the personal data requested, Dublin City Council will not be able to process your application.

[Dublin City Arts Office – Arts Grant](#)

The purpose for processing your data is to process your application for an Arts Grant in accordance with the Arts Act 2003.

The information you provide will be assessed by a panel made up of staff of Dublin City Arts Office and external invited arts specialists.

Your information will be retained for five years if you are granted an Arts Grant and for one year if not granted an award. If you do not furnish the personal data requested, Dublin City Council will not be able to process your application.

[Dublin City Arts Office - Residential Space Award](#)

The purpose for processing your data is to agree a letting agreement with you following your application for the Residential Space Award.

The information you provide on this letting agreement will be assessed by staff of Dublin City Arts Office.

Your information will be retained for six years. If you do not furnish the personal data requested, Dublin City Council will not be able to process your letting agreement.

[Hugh Lane Gallery](#)

The purpose of gathering information is for registration for workshops/tours/events. Attendees at workshops/tours/events may be asked to sign a photo permission form, name only is required in this instance, the name of a responsible adult will be required in the case of minors.

Registration cannot be accepted if the name is not submitted. If you choose not to sign the photo permission form, your image/name will not appear in any media produced by the gallery.

We will use any personal information supplied only for the intended purpose and we will not pass your personal details on to any third parties.

Your personal information will be held only for the duration of the event programme for which it was submitted.

Commemorative Naming

The purpose of processing your data is to process your application for the Commemorative Naming of Infrastructure and the provision of Monuments, Memorials and Plaques.

The information you provide will be assessed, in the first instance, by senior officials in the Culture, Recreation and Economic Services Department. Your application will then be assessed by the Commemorative Naming Committee (which consists of eight City Councillors).

Your information will be retained for three years or 2 years after the completion of the proposal.

Sports – Small Sports Grant

The information is collected for the sole purpose of processing your grant application form.

The legal basis for the processing of this information is outlined in Sections 66 and 67 of the Local Government Act 2001.

The information provided will be assessed by a panel of staff from Dublin City Council. Your personal data will not be shared with any third party.

Once the Grant process has been complete, all personal data will be kept for a period of 3 years for the purpose of audit and/or appeals. Grants omitting any of the requested information cannot be processed.

Sports and Leisure Facilities Membership

The information collected is for the sole purpose of processing your membership status.

The legal basis for this processing is consent.

Your personal data will not be shared with any third party.

Your information will be retained for the duration of your membership and for 2 years (to year end) of your most recent attendance.