

## Citizens Information Phone Service: Data Protection Notice for Users of the Service

### Who are we?

We are the **Citizens Information Phone Service CLG**. Our registered address is Nessan House, Bessboro Road, Blackrock, Cork.

We are funded by the Citizens Information Board, a State agency, located at Georges Quay House, 43 Townsend Street, Dublin 2.

We provide information and advice services, primarily by telephone.

This notice sets out the basis on which any personal data we collect from you, or from others, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Acts 1988 to 2018, the data controller is the **Citizens Information Phone Service CLG**.

Our data protection contact is Laura McCarthy, CIPS Manager.

### What personal information do we collect from you?

We may collect a range of personal information from you, depending on your circumstances and the services you require. You may give us personal data by:

- Corresponding with us by phone, email, webchat or otherwise. We ask you to disclose only as much information as is necessary to provide you with our services or to submit a question, suggestion or comment in relation to our services. We record calls to our service for training and quality purposes.
- Using the 'callback' form on [citizensinformation.ie](https://www.citizensinformation.ie/en/callback.html) (<https://www.citizensinformation.ie/en/callback.html>). During the Covid-19 restrictions, this form is being used to provide a national callback service and so your contact details and details of your query may be viewed by any one of the eight Citizens Information Service companies or by the Citizens Information Phone Service.

In some cases, we may receive data from you that relates to another individual, for example, in a joint bank statement. In these cases, we will use the information purely for the purposes of the provision of services to you and we will not otherwise process the data.

### What information about you do we obtain from others?

We would not expect to obtain information about you from other organisations.

## **Why do we collect this information?**

We collect the information in order to provide you with our services.

We may use this information:

- To provide information and advise you generally
- To assess your circumstances and to recommend courses of action
- To assist you in any steps involved in accessing public or social services
- To conduct statistical analysis and reporting, for training purposes, for quality review purposes and for social policy purposes

The legal bases for the processing of your data are:

- That you have provided consent for the processing for the provision of our services
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us as the controller
- Processing is necessary for compliance with a legal obligation to which we are subject

From time to time, we may also collect sensitive or 'special category' data in the provision of our services. The legal basis for the processing of your special category data is:

- That you have provided consent for the processing for the provision of our services

## **Who do we share this information with?**

We may share your personal data with other Citizens Information entities, with the Citizens Information Board and with public and private organisations in order to provide you with our services.

We attach at Schedule 1 an indicative list of entities and categories of entities with which your personal data may be shared.

In addition, we may disclose your personal information to third parties:

- If there is a risk of serious harm to you or to another person or to property
- If we are under a duty to disclose or share your information in order to comply with any legal obligation
- If we are required to give evidence in court
- To get legal advice or to defend a legal right
- In the event of a disclosure relating to child abuse

## **How long do we keep hold of your information?**

The time periods for which we retain your information depends on the type of information and the purposes for which we use it. We will keep your information for no longer than is required or permitted. Typically, recordings of phone calls and records of webchats are retained for 3 months.

## **Do we transfer your information outside the European Union or European Economic Area?**

No.

## **What are your rights with respect to your personal data?**

You have the following rights:

- The right to access the personal data we hold about you.
- The right to require us to rectify any inaccurate personal data about you without undue delay.
- The right to have us erase any personal data we hold about you in circumstances such as where it is no longer necessary for us to hold the personal data or, in some circumstances, if you have withdrawn your consent to the processing.
- The right to object to us processing personal data about you such as processing for profiling or direct marketing.
- The right to ask us to provide your personal data to you in a portable format or, where technically feasible, for us to port that personal data to another provider provided it does not result in a disclosure of personal data relating to other people.
- The right to request a restriction of the processing of your personal data.

Where our processing of your personal data is based on your consent to that processing, you have the right to withdraw that consent at any time but any processing that we have carried out before you withdrew your consent remains lawful.

You may exercise any of the above rights by contacting our data protection contact at any of the contact points listed above. For queries in relation to the [covid19@citinfo.ie](mailto:covid19@citinfo.ie) email address or the national callback service, please contact the Regional Manager of North Leinster Citizens Information Service.

You may lodge a complaint with your supervisory authority with respect to our processing of your personal data. The supervisory authority in Ireland is the Data Protection Commission. The website is [www.dataprotection.ie](http://www.dataprotection.ie).

## **What will happen if we change our Data Protection Notice?**



This notice may change from time to time, and any changes will be posted on the [www.citizensinformationboard.ie](http://www.citizensinformationboard.ie) website and will be effective when posted.

This notice was last updated on **14 April 2020**.

### **How can you contact us?**

Our data protection contact can be contacted at any of the contact points listed above.

## Schedule 1

We have set out below a list of third parties with whom we may share your data.

Third party	Description
Any legal successors to the Citizens Information Phone Service	Where the Citizens Information Phone Service transfers its business to another company or merges with another company.
Other Citizens Information entities	<ul style="list-style-type: none"> <li>Where we refer your case to another Citizens Information entity in order to provide services, or where support or case review from another Citizens Information entity is provided.</li> <li>Where we work with other Citizens Information Services to provide a national callback service.</li> </ul>
Citizens Information Board	<ul style="list-style-type: none"> <li>In the provision of ICT hardware and software, networks and network storage, case management systems, email, telephony and helpdesk services</li> <li>In conducting statistical and case analysis for the purposes of reporting, training and social policy</li> <li>In the investigation of a complaint in accordance with our complaints procedures</li> <li>In order to provide quality or case reviews</li> </ul>
ICT providers	Where ICT services such as case management systems, telephone systems, webchat systems or similar are provided by or maintained by a third party.
Archiving companies	Where we archive our files in facilities provided by a third party.
Shredding companies	Where our files are securely destroyed by a third party.

Depending on your circumstances, and with your authorisation, we may also share your data with other third parties.

Third party	Description
Private organisations	Where we engage with a private organisation on your behalf, for example, with your employer or a service provider.
Public bodies	Where we refer you to a public body or assist you in accessing the services of a public body, for example, the Workplace Relations Commission.

Voluntary organisations	Where we refer you to a voluntary organisation or assist you in accessing the services of a voluntary organisation, for example, the Free Legal Advice Centres (FLAC).
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